

# Learning Session 2

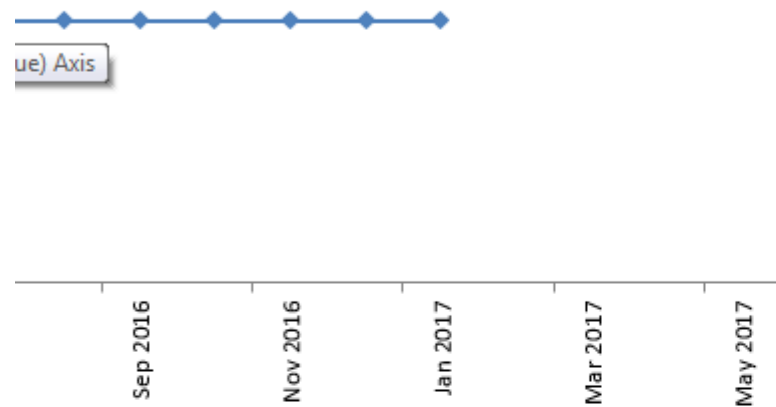
## Bishop Medical Centre Results Handling



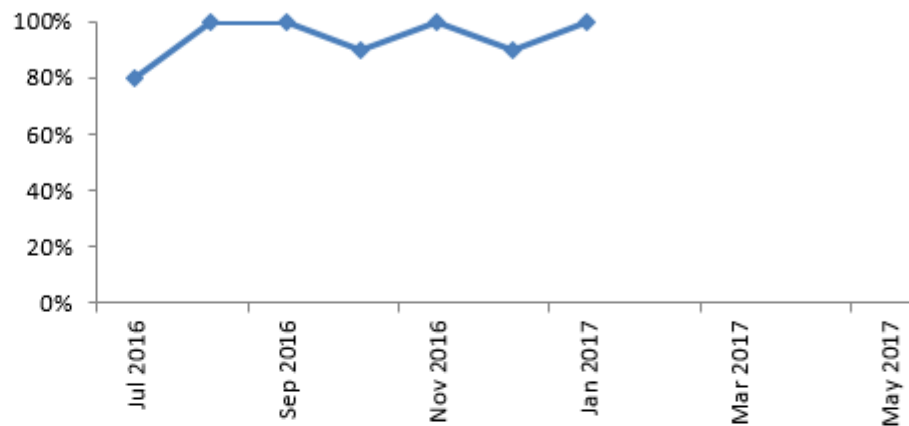
Team members: Dr Rajneesh Sharma,  
Sushma Sharma and Neelam Sharma

PHO and Facilitator: Philippa Little AH+

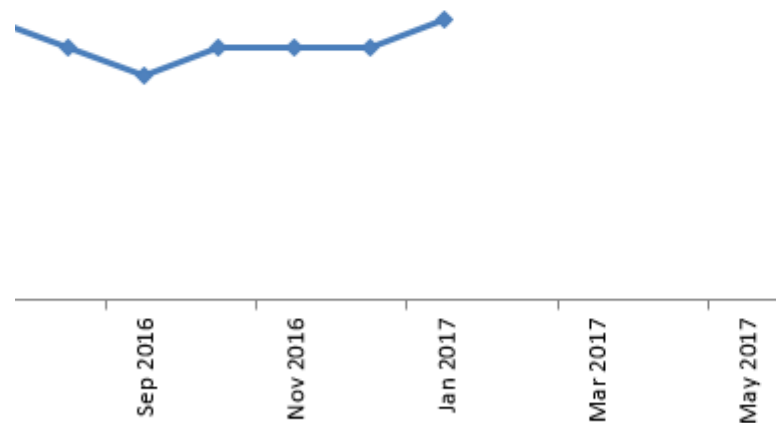
Has a definitive decision recorded by a clinician on EACH test result within 7 calendar days of being received?



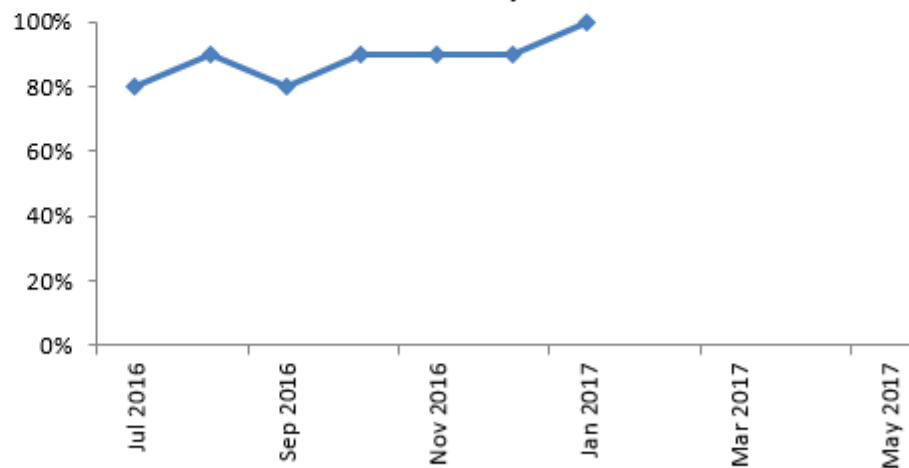
Have the decisions for EACH test result been 'actioned' by the practice including appropriate recalls and tracking of the actions?



Was the patient informed as instructed?



Results Handling Overall Compliance



# Key Ideas Tested

|   | Idea tested   | Outcome<br>(success or failure)   | Advice/message for other practices   |
|---|---|---|--|
| 1 | Task assigned to the provider to follow up lab results on specimens sent from the clinic e.g. Bloods taken for CVD, cervical smear-swabs and urine samples. | Successful process, it saves time looking through notes to review outcomes. | Assigning tasks to the GP or nurse providers when specimen taken in clinic.<br><br>In future to add tasks for ALL labtests |
| 2 | Standardised Comments introduced and used by all staff members including administration staff.  | Success   | Used the standard comments from Koawatea SIP website   |
| 3 | Setup Auto Correction keys for comments   | Success   | Used the standard comments from Koawatea SIP website   |

## Highlights and Lowlights

- Adding tasks for all specimens collected in clinic to ensure follow up done.
- Use of Patient Portal for communicating results has meant less phone calls from patients and increased knowledge for patients.
- Using the standardised comments with the Auto Correct keys from the Koawatea Safety in Practice website.

# Trigger Tool

The data collection gives an opportunity to screen patient records with an effort to make improvements.

There were only a few triggers found but no harm events found. There were some incidental findings

Learning opportunity for all staff discussing gaps and giving an opportunity to work more efficiently.

We plan to use the Trigger Tool at two monthly intervals covering different cohorts.

# Safety Climate Survey

We were happy with the outcome of the survey as it showed our results as above or equal to the average for almost all of the questions.

We have scheduled a meeting in March to discuss the results of the survey.