

Learning Session 2

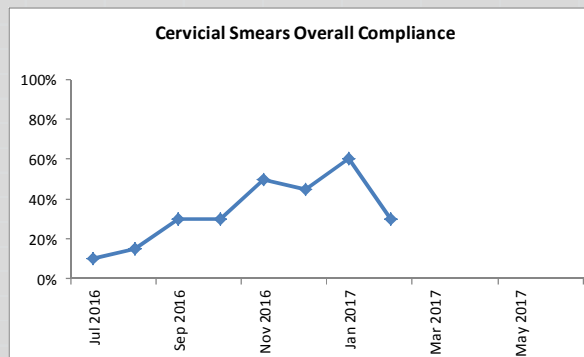
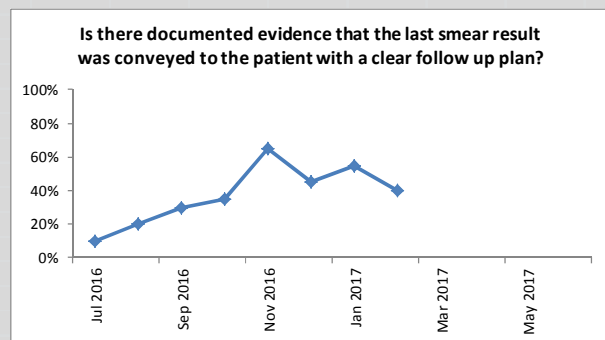
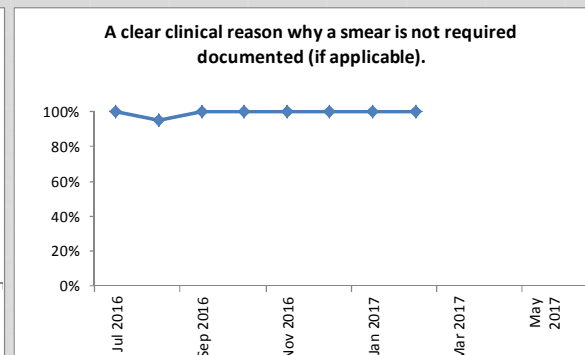
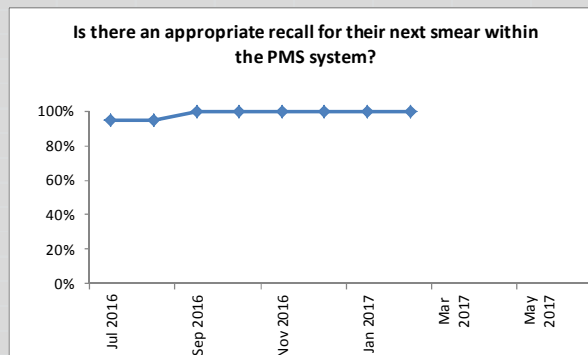
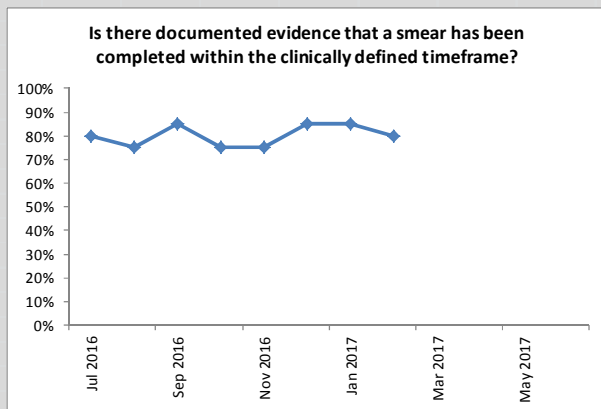
Coast to Coast Health Care Cervical Smear Management

Team members: Ros Gallagher

Dr Neil Anderson

WPHO : facilitator Rosey Buchan

Measures Summary



Key Ideas Tested

	Idea tested	Outcome (success or failure)	Advice/message for other practices
1	All smear takers to send all normal results to clinic inboxes for nurses to notify	Has resulted in some improvement	We were not informing patients of normal results and we are now- still a work in progress
2	Have all patients enroll on manage My health Patient Portal so they can access results	Numbers are increasing	Recently started MMH but not all patients are able or willing to enroll
3	Gain approval for another nurse to attend a funded smear taker course	Approval gained- still to happen	funding available through DHB

Highlights and Lowlights

- Initially doctors did not want to inform normal results but as this is requirement of the SIP initiative they are now on board
- A highlight was an increase in our overall compliance at 7 months
- Lowlight was that it has decreased this last month
- Survey completed of a small number of patients following smear by a nurse. This extended to patients who saw a doctor- all positive comments

Trigger Tool

- Topic chosen- age 75+ and on 6+ medications AND also prescribed NSAIDs
- 25 patient files audited by one team member
- Two incidents picked up with potential to cause harm
- Findings to be discussed at next Doctor peer review meeting

Safety Climate Survey

- Survey completed by majority of staff (67 participants)
- Follow-up session undertaken with all available staff led by one of the Practice Directors after hours on regular CNE/CME night- 48 attended. All staff asked for a whole group discussion rather than small groups
- Team work identified as a positive attribute
- Communication identified as least positive attribute
- Meeting was positive with several ideas for each of the five topics discussed.