

# Learning Session 2

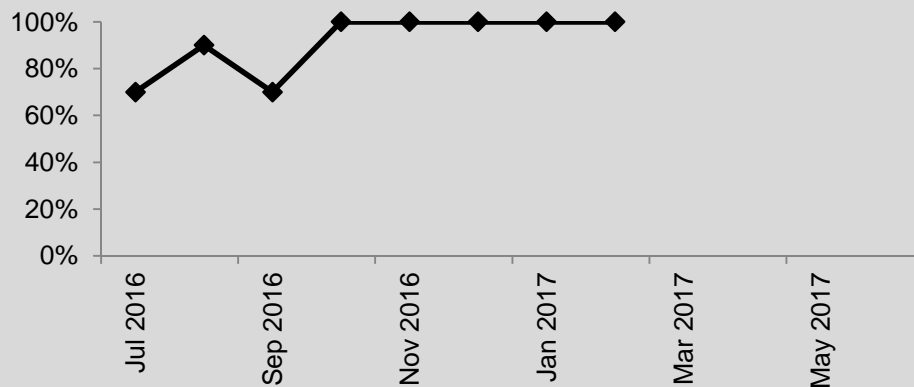
## Donovan Street Medical Centre

### Results Handling

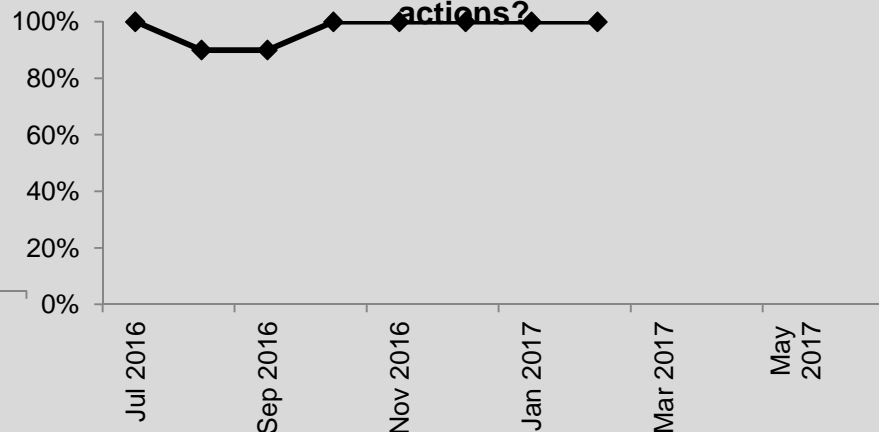
- **Team members:**
  - Dr Vather
  - Vanessa – Practice Manager
  - Meera – RN
  - Karen - Receptionist
- **PHO Facilitator:** Bernie Tatton (ProCare)

# Measures Summary

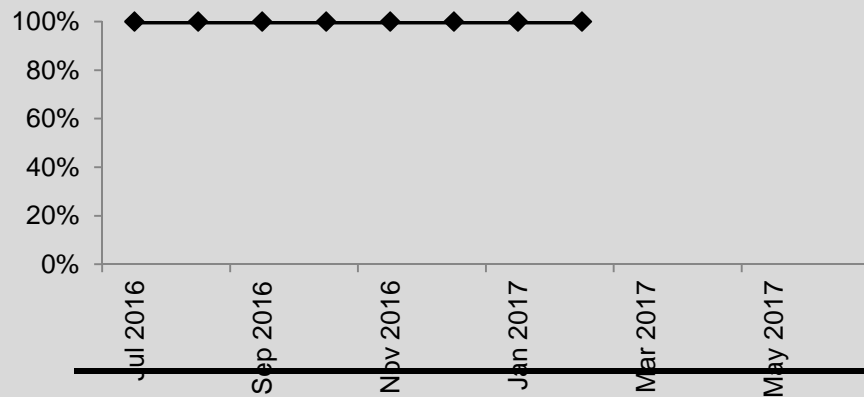
**Was a definitive decision recorded by a clinician on EACH test result within 7 calendar days of being received?**



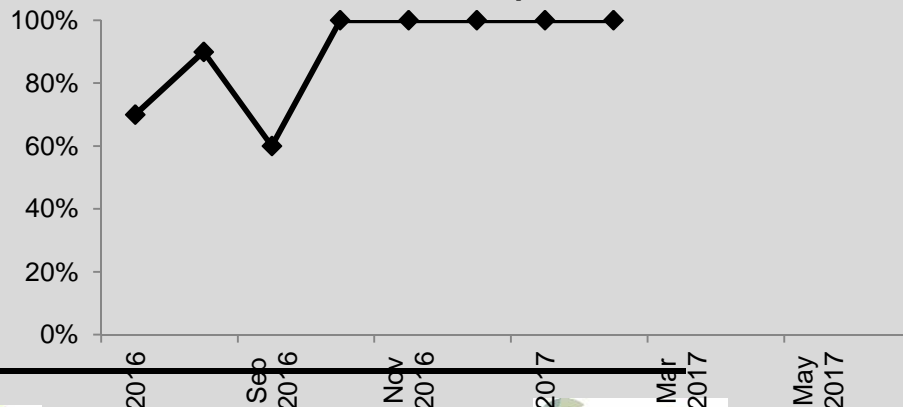
**Have the decisions for EACH test result been 'actioned' by the practice including appropriate recalls and tracking of the actions?**



**Was the patient informed as instructed?**



**Results Handling Overall Compliance**



# Key Ideas Tested

	Idea tested	Outcome (success or failure)	Advice/message for other practices
1	PMS auto text	Standard practice for all team to use these now	Personalize quick keys to each user (vs standardized) supports ownership & use.
2	All normal results filed in PMS with 'normal' comment	All team members follow this process. Gives team confidence all results have been seen.	Plan to train locums/new staff
3	Follow up results using PMS tasks	Only extremely urgent follow up instructions printed otherwise no paper notes used.	Reassure team verbally at beginning that process is working as you don't get immediate confirmation from PMS tasks like you do handing paper on.

# Highlights and Lowlights

## Highlights:

- The changes we have adopted as a result of doing this project have aided in efficiency in everyday work.
- The team have learnt more PMS capabilities & utilize them in everyday work
- Changes to managing tasks & recalls is more streamlined & means we are confident no patients will be missed

## Challenges:

- In the beginning there was some anxiety in team if the PMS tasks were being actioned. Resolved by verbal reassurance during first few months. Not an issue now.

# Trigger Tool

- The Trigger Tool guide was extremely helpful in completing the exercise.
- Results highlighted areas we are doing really well eg post hospital reviews are actioned quickly & accurately.
- Results showed an area to improve:
  1. Rationale for filing abnormal results with no action missing. Dr now records rationale in PMS for team to know.

# Safety Climate Survey

Doing the survey confirmed we are a happy team and enjoy working together. The survey summary provided good feedback for team discussion.

Our lowest Ranking was the workload section. As a team we help each other when the pressure builds but sometimes high workloads are just a reality of general practice.