

Learning Session 2

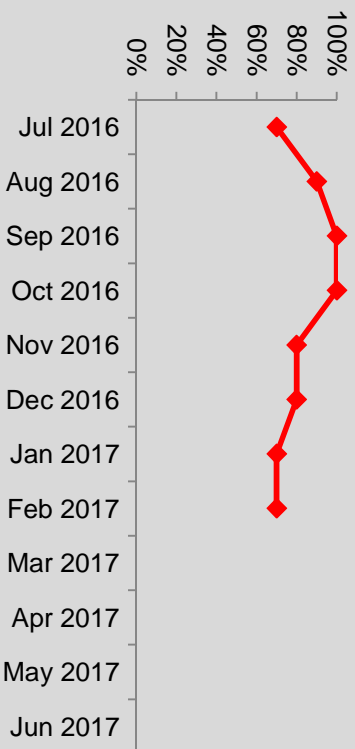
Manukau Family Drs A&M Results Handling

Team members: Dr Siva
Vasanthan, Prabhashni Hardeo (PN),
Mandeep Kaur (PM),

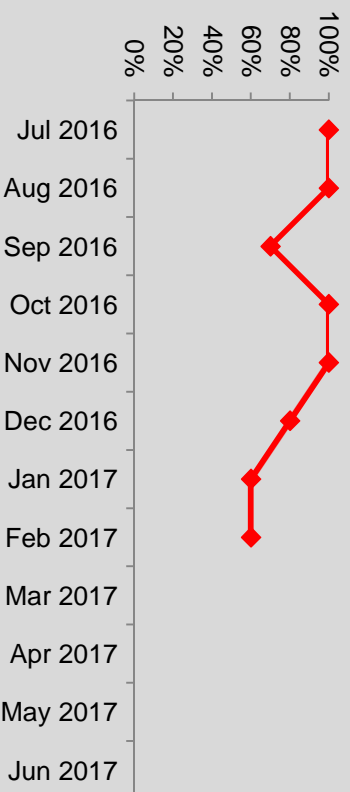
PHO and Facilitator: Bernie Tatton
(ProCare)

Measures Summary

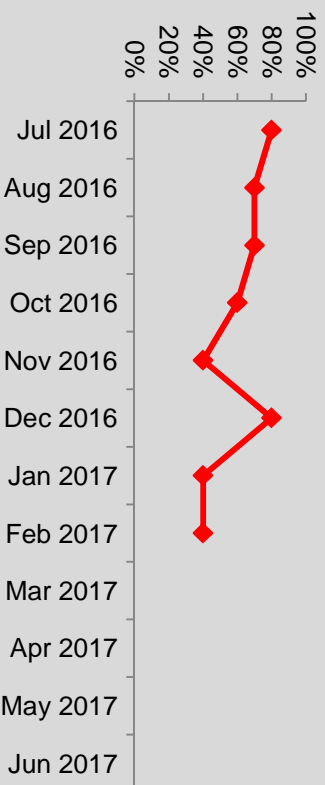
Clinician review within 7 days



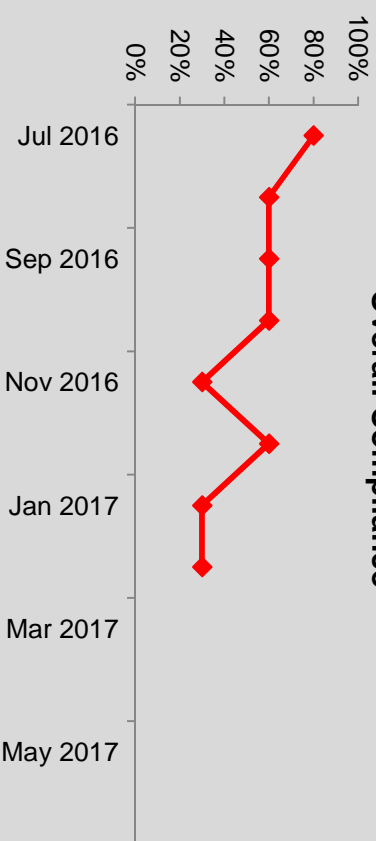
Decisions actioned?



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	Recall alert for re testing if abnormal results (eg 3-6mths) as a extra follow up.	Only recently begun texting pts at opportunistic visits. Getting better follow up on labs now.	Develop routine to set the recall with every abnormal result
2	PN sent inbox task when lab/diagnostic request given. PN checks daily if results done & follows up with pts if not done.	Good results. Moved from 50% of pts not getting tests done to 70%. (also due to PN taking more blood at visits)	Committing to a routine of daily checking ?set time or just in quiet moments
3	Aligning lab results within 7 days.	Successful – Dr checks & files results at least 2x week. No need for alerts. Just using hot keys in results comments.	Committing to a routine of daily checking ?set time or just in quiet moments

Highlights and Lowlights

- **Highlight:** Being a small practice team of 3, changes have been made quickly & adopted into routine without barriers.
- **Lowligh:** being a small team means increased workload for everyone BUT the payoff being able to provide more accurate pt care due to more frequent/timely lab results.

Trigger Tool

Overall results of x25 notes review were good. No harm identified. Learnings gained;

1. Use MedTech hot keys notes in test result comments more consistently
2. Update classifications (if needed) at each consult
3. Tick 'prescribed externally' in MedTech.
4. Use Medicine Status shortcuts process in MedTech.

Safety Climate Survey

Doing the survey confirmed how we felt about ourselves as a team already. The summary was a good prompt for discussion.

Our lowest Ranking was workload section. As a team we have agreed to notify team members when our workloads are becoming excessive to plan how to help each other out.

Teamwork ranked the highest. We have an open, honest, respectful team relationship. This survey reinforced how well we work together.