

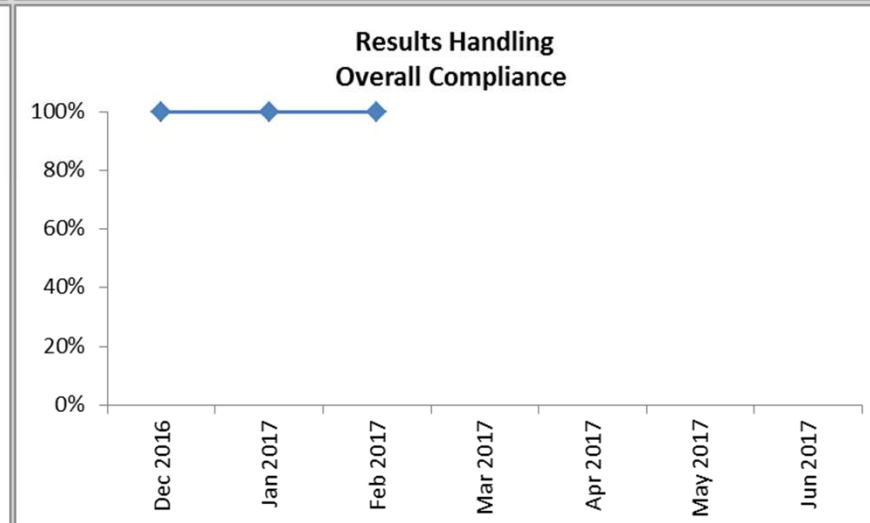
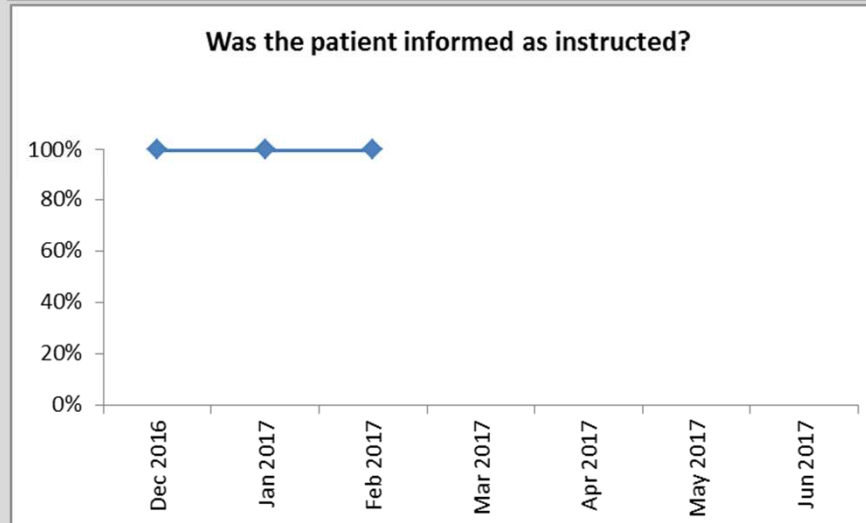
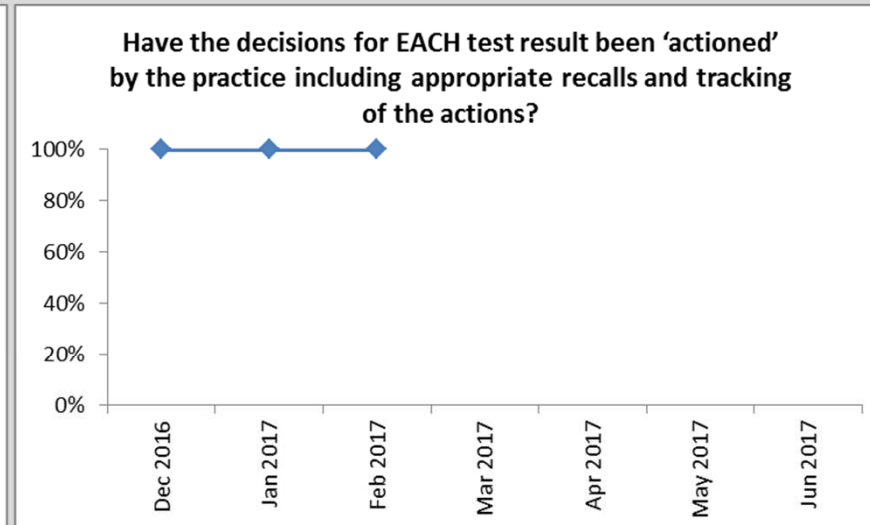
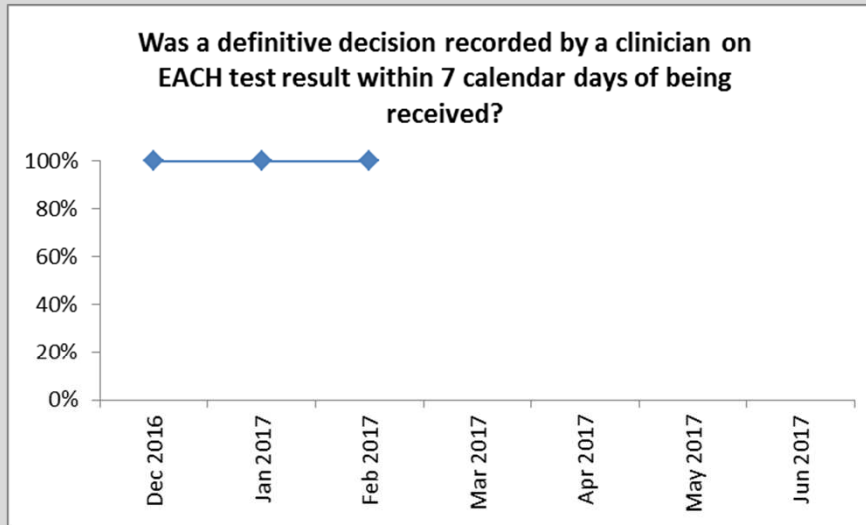
Learning Session 2

Maxcare Medical Centre Results Handling

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PHO and Facilitator: Marleen T and Jennell B

Measures Summary



Key Ideas Tested

	Idea tested	Outcome (success or failure)	Advice/message for other practices
1	Identified gaps of results follow up was noted- agreed quick codes were used to follow up results	Improvement seen from 50% to almost 95%	Use of quick codes in discussion with all team members –to achieve better and efficient follow up of the results
2	Text messages sent to patients who needed follow up	Slight improvement with patients attendance to results review noted	Need to use other means of communications as well rather than relying on technology
3			

Highlights and Lowlights

- Initially it was thought that this piece of work is not helpful but more time consuming but after the initiative was undertaken, better understanding is seen in managing results.
- Now all staffs are trying to use similar method to improve the patients records and maintaining their own best practice
- Trying to take on challenge to improve their communication with patients

Trigger Tool

- Trigger tools helped to see the gaps in practice patients record and this has helped practitioners improve their assessment skills
- After completing the review of 25 NHI's, it was noted most of it didn't had Medical Warning updated
- This was discussed at our team meeting and each practitioner felt responsible to update the Medical Warning as part of their everyday practice
- It was agreed that this survey will be repeated in 3 months to see the progress

Safety Climate Survey

- All 4 staffs completed the online Safety Climate Survey
- A team meeting was undertaken to discuss that outcome and progress was discussed
- Team feels this was a very positive outcome and we felt this is an “open door” policy that has helped the members to perform well
- Workload was identified as least positive attribute – is now shared amongst the RNs rather than one person carrying the load