

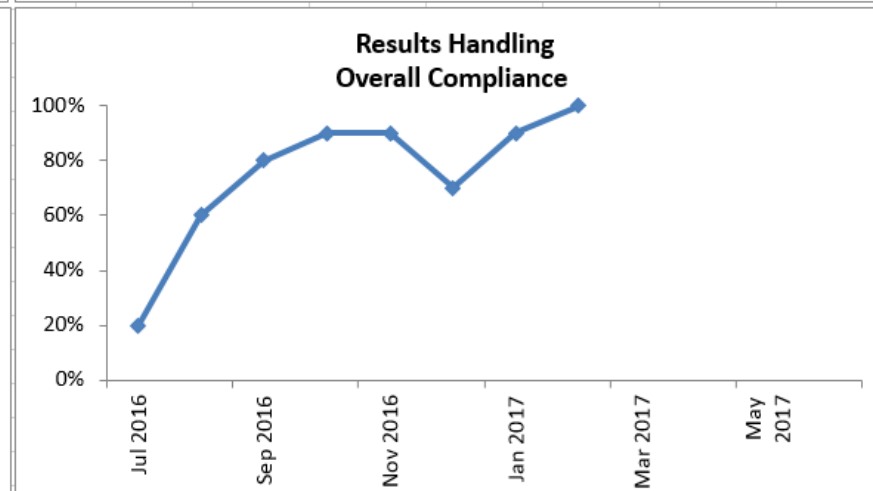
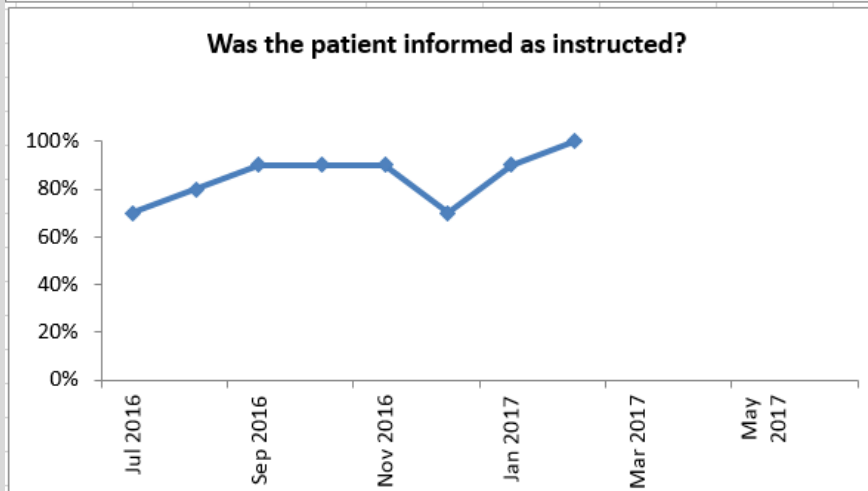
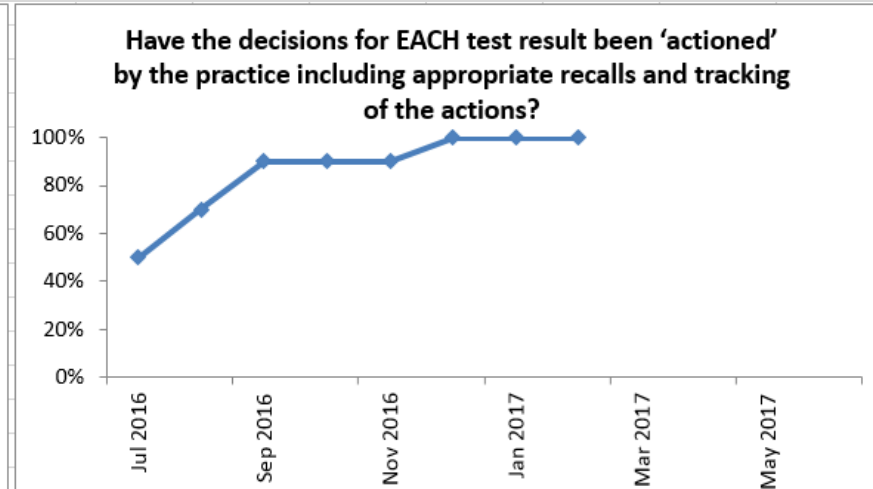
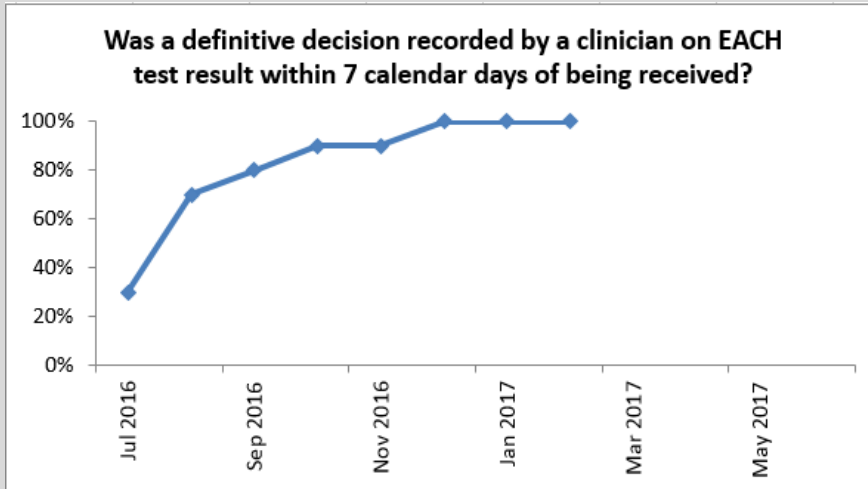
Learning Session 2

MILLHOUSE MEDICAL CENTRE Results Handling

Team members: Dr Daniel Quistorff,
Maree Bulluss (nurse), Lisa Leat
(nurse) Noreen Cooper (reception)

PHO and Facilitator: David Harrison
@Easthealth

Measures Summary



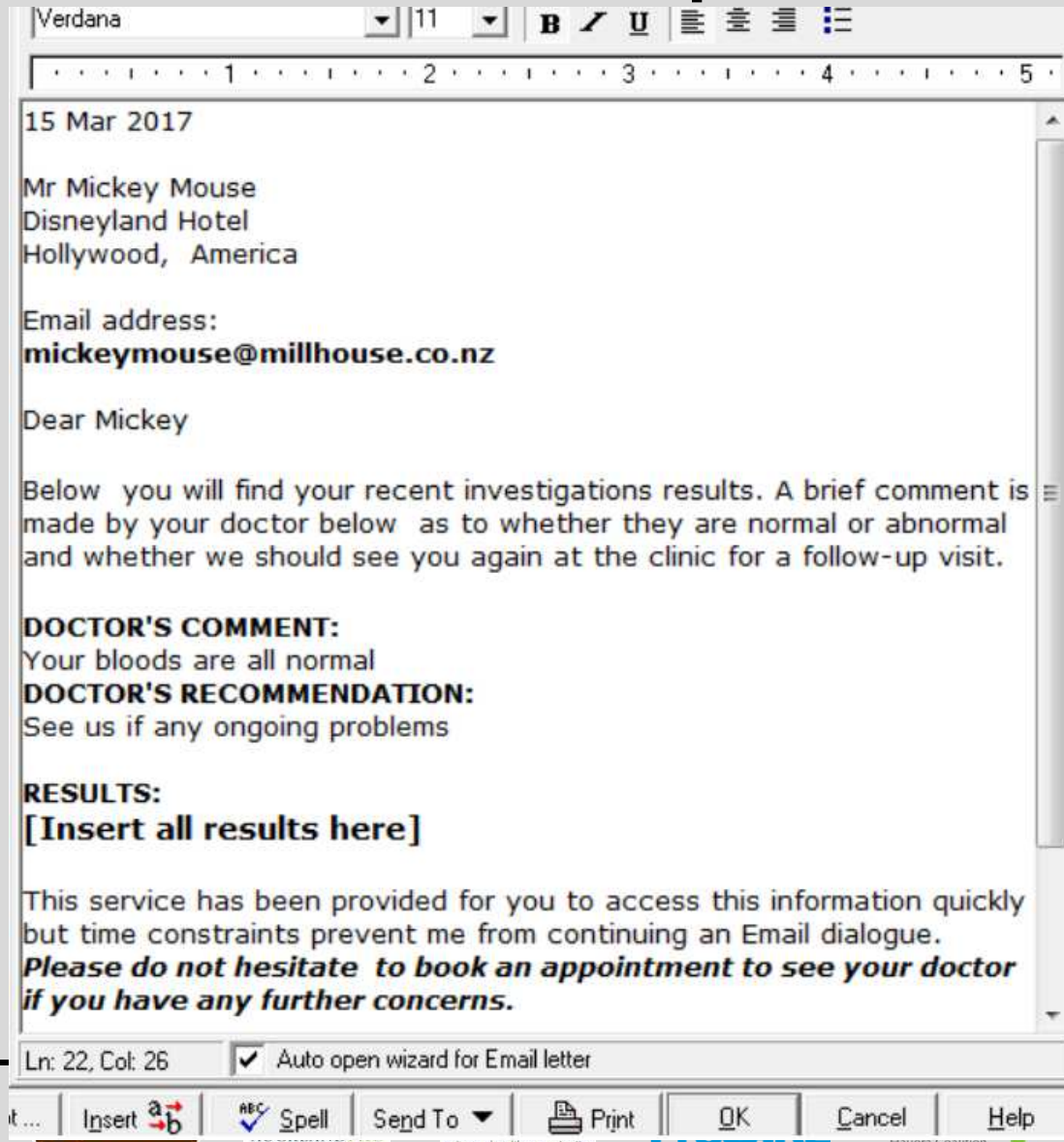
Measures: Examples

y	n	n	no message - PSA =N
y	n	n	no message - Mammogram N
y	y	y	emailed
y	n	n	no message - MSU =N
y	y	y	emailed
y	y	y	emailed
y	y	y	emailed
y	y	y	emailed
y	y	y	emailed
y	y	y	INR nurse texted / emailed
y	y	y	Emailed for other doctor
y	n	n	no contact info for patient
y	y	y	note says pt informed no record
y	y	y	txt messaged

Key Ideas Tested

	Idea tested	Outcome (success or failure)	Advice/message for other practices
1	Remind doctors that all results need to be texted / emailed to patients	Success	Mandatory informing of patients via email / text
2	INR results are automatically tasked to nurses	Success	Nurses to action all INR results
3	Doctors agree to handle other doctors results while away	Success	Make sure a doctor takes responsibility for results while on leave

Email Template



Verdana | 11 | B / U | [List icons]

1 2 3 4 5

15 Mar 2017

Mr Mickey Mouse
Disneyland Hotel
Hollywood, America

Email address:
mickeymouse@millhouse.co.nz

Dear Mickey

Below you will find your recent investigations results. A brief comment is made by your doctor below as to whether they are normal or abnormal and whether we should see you again at the clinic for a follow-up visit.

DOCTOR'S COMMENT:
Your bloods are all normal

DOCTOR'S RECOMMENDATION:
See us if any ongoing problems

RESULTS:
[Insert all results here]

This service has been provided for you to access this information quickly but time constraints prevent me from continuing an Email dialogue.
Please do not hesitate to book an appointment to see your doctor if you have any further concerns.

Ln: 22, Col: 26 | Auto open wizard for Email letter

Insert [a↔b] | Spell | Send To | Print | OK | Cancel | Help

Text Template

New Patient Document

Main | More | Audit

Document Details

Document: TXT Messages (TXT) To: Confidential Park Document

Subject: Comment 1:

Classification: 2:

Hi Mickey, cell - 0211292258 - Your blood results were all normal. See us if any concerns. Cheers -Millhouse

Task Reminder

Reminder In: Task Prefix: For: CC...

Document Options

Printer: 128SHARP A4 Provider: Dr Daniel Quistorff (DAN) Copies: 1 Go Dot ...

Send To Print Wizard OK Cancel Help

Highlights and Lowlights

Things are generally going well but...

Some problems:

- Some patients do not have text or emails (e.g. elderly)
- Some patients ignore the advice (e.g. see us) and they are lost to follow-up
- Sometimes technical issues prevent messages from being received (e.g. Email being sent to spam folder)
- Sometimes patients expect us to send them results from hospital, specialists, etc causing excessive workload
- Sometimes patients are confused and call the nurse

Trigger Tool

- 5 potential harms found after 12 patients screened
- No actual harm found
- Practice has not gone over the results yet to initiate changes
- Problems identified...

TRIGGER TOOL RESULTS

Description of Detected Patient Safety Incidents	Severity	Preventability	PRIORITY
No clear indication of which meds are new, changed, or long-term	1	1	5
No clear indication of the change in <u>hypoglycemic</u> medication	1	1	5
79 y/o woman with fall # nose – no f/u w falls risk and bone risk	1	1	5
34 y/o pregnant woman – notes difficult to interpret (plan <u>etc</u>)	1	1	5
36 y/o <u>graves</u> disease – hyperthyroid given blood form, not followed-up	1	1	5

Safety Climate Survey

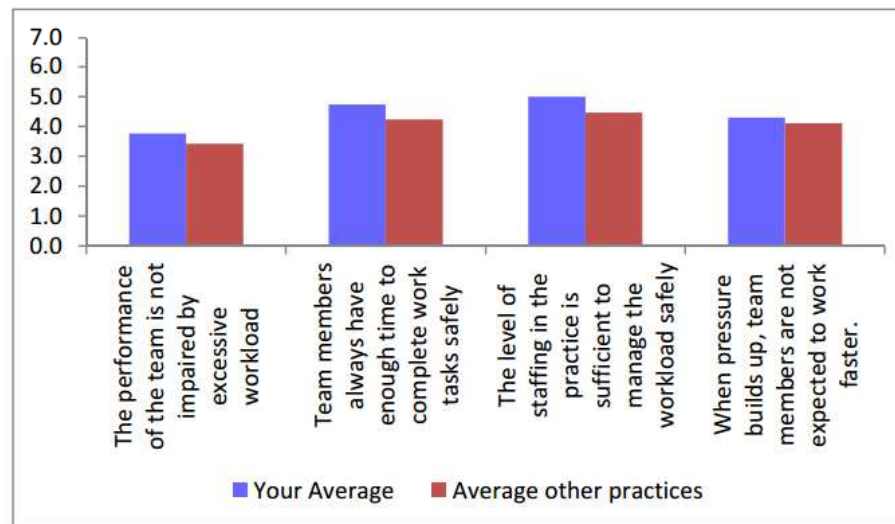
Workload – Millhouse Integrative Medical Centre

Summary	
Your Average 4.5	Other Practices Average 4.1

This factor covers: impairment of performance by excessive workload, staffing levels, time constraints, and expectations of staff when working under pressure

Workload	Your Average	Average other practices
The performance of the team is not impaired by excessive workload	3.8	3.4
Team members always have enough time to complete work tasks safely	4.7	4.2
The level of staffing in the practice is sufficient to manage the workload safely	5.0	4.5
When pressure builds up, team members are not expected to work faster.	4.3	4.1

A high score is always desirable



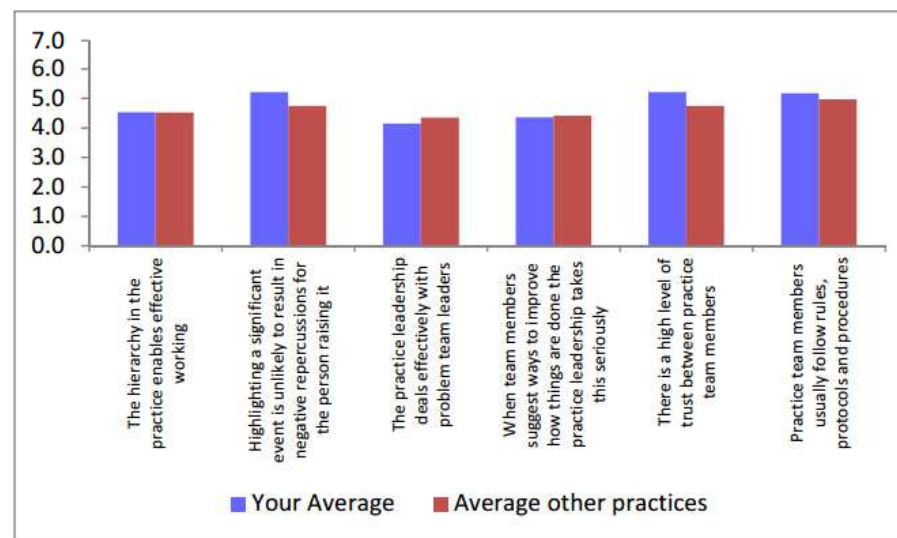
Safety Climate Survey

Leadership – Millhouse Integrative Medical Centre

Summary	
Your Average 4.8	Other Practices Average 4.6

This factor covers: whether hierarchy has detrimental effects on work, what are the consequences to staff who highlight significant events, effectiveness of leadership within teams, attitude of leaders towards staff suggestions, level of trust within teams, and staff attitude toward rules and procedures, whether leaders are open to suggestions for improvement

Leadership	Your Average	Average other practices
The hierarchy in the practice enables effective working	4.5	4.5
Highlighting a significant event is unlikely to result in negative repercussions for the person raising it	5.2	4.7
The practice leadership deals effectively with problem team leaders	4.1	4.4
When team members suggest ways to improve how things are done the practice leadership takes this seriously	4.4	4.4
There is a high level of trust between practice team members	5.2	4.7
Practice team members usually follow rules, protocols and procedures	5.2	5.0



A high score is always desirable

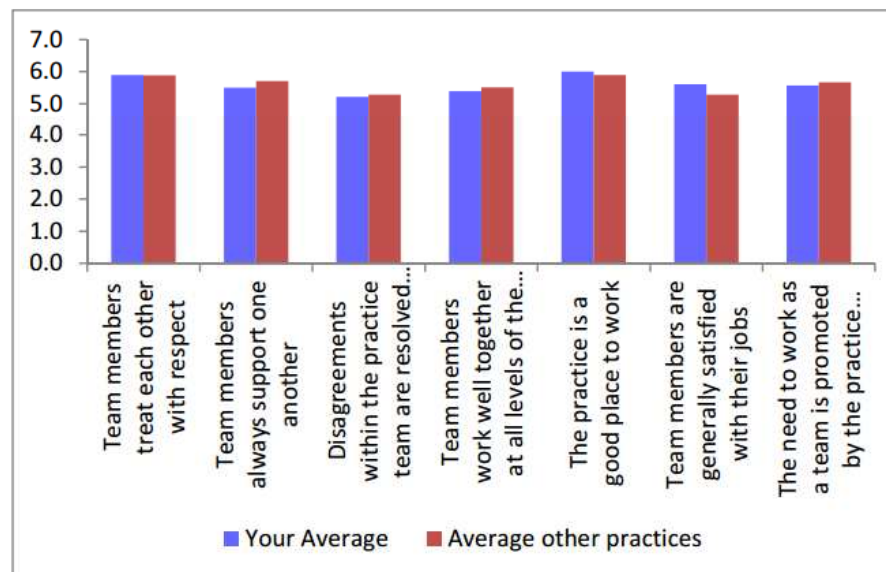
Safety Climate Survey

Teamwork – Millhouse Integrative Medical Centre

Summary	
Your Average 5.6	Other Practices Average 5.6

This factor covers: the importance of teamwork at all levels, amount of respect and support within teams, how disagreements are dealt with, level of job satisfaction

Teamwork	Your Average	Average other practices
Team members treat each other with respect	5.9	5.9
Team members always support one another	5.5	5.7
Disagreements within the practice team are resolved appropriately	5.2	5.3
Team members work well together at all levels within the practice	5.4	5.5
The practice is a good place to work	6.0	5.9
Team members are generally satisfied with their job	5.6	5.3
The need to work well as a team is promoted by the practice leadership	5.6	5.7



A high score is always desirable

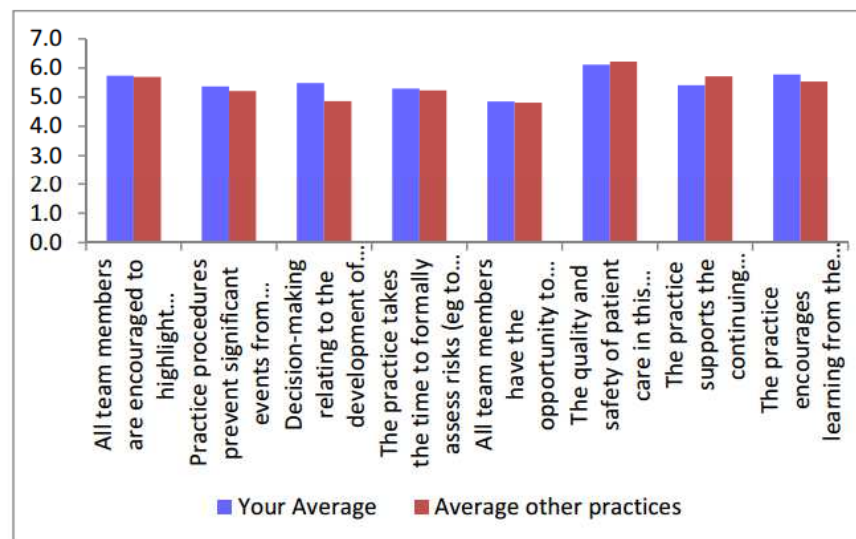
Safety Climate Survey

Safety Systems and Learning – Millhouse Integrative Medical Centre

Summary	
Your Average 5.5	Other Practices Average 5.4

This factor covers: the importance of teamwork at all levels, amount of respect and support within teams, how disagreements are dealt with, level of job satisfaction

Safety Systems and Learning	Your Average	Average other practices
All team members are encouraged to highlight significant events that happen in this practice	5.7	5.7
Practice procedures prevent significant events from happening	5.4	5.2
Decision-making relating to the development of practice protocols uses input from all team members	5.5	4.9
The practice takes the time to formally assess risks (eg to patients, to team members and to the practice)	5.3	5.2
All team members have the opportunity to participate in the analysis of significant events	4.9	4.8
The quality and safety of patient care in this practice is taken seriously	6.1	6.2
The practice supports the continuing educational development of all team members	5.4	5.7
The practice encourages learning from the ideas and concerns of team members at all levels	5.8	5.5



A high score is always desirable

Safety Climate Survey

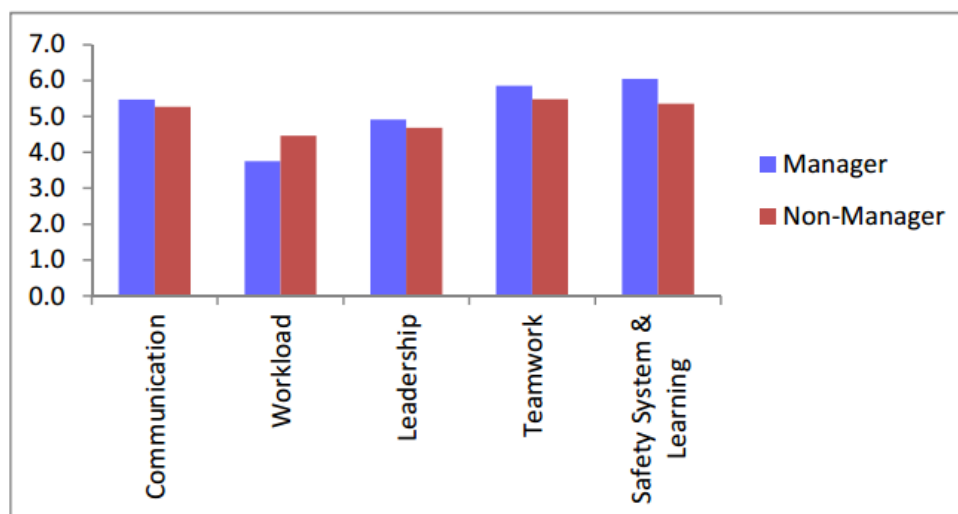
Comparisons: Manager and Non-Managers – Millhouse Integrative Medical Centre

	Manager	Non-Manager
Communication	5.5	5.3
Workload	3.8	4.5
Leadership	4.9	4.7
Teamwork	5.9	5.5
Safety System & Learning	6.0	5.4

Management: includes GP partners and practice managers

Non-Management: includes all other practice employed staff

A high score is always desirable



Safety Climate Survey

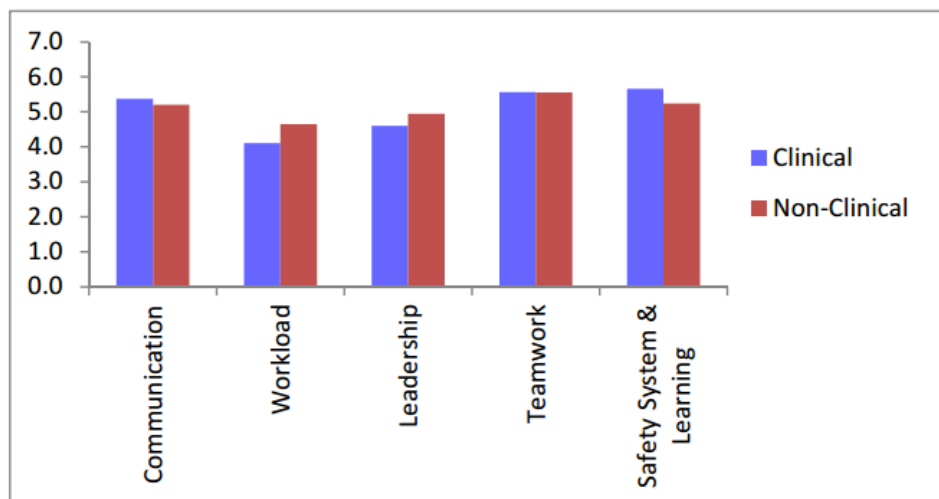
Comparisons: Clinical and Non-Clinical – Millhouse Integrative Medical Centre

	Clinical	Non-Clinical
Communication	5.4	5.2
Workload	4.1	4.7
Leadership	4.6	5.0
Teamwork	5.6	5.6
Safety System & Learning	5.7	5.2

Clinical: includes all practice employed medical and nursing staff and phlebotomists

Non-Clinical: includes all other practice employed staff

A high score is always desirable



Thank You