

Learning Session 2



Onewa Doctors
Caring for the community

Team members:

Dr Elvira Nario-Anderson

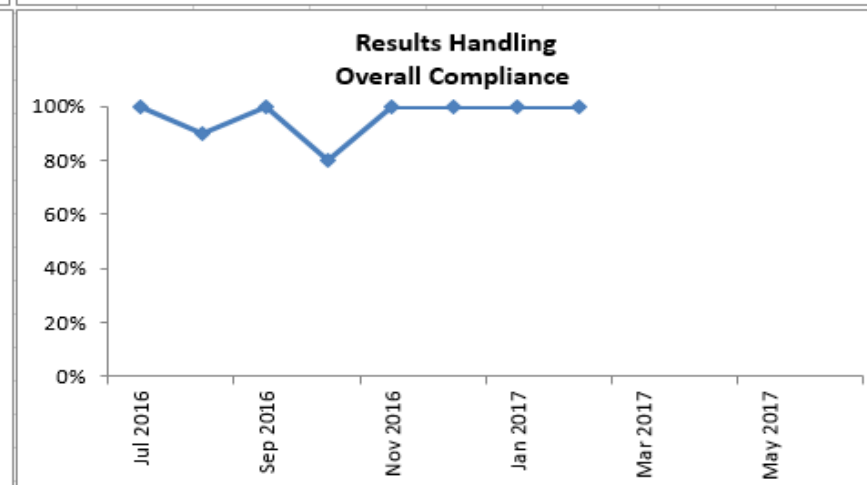
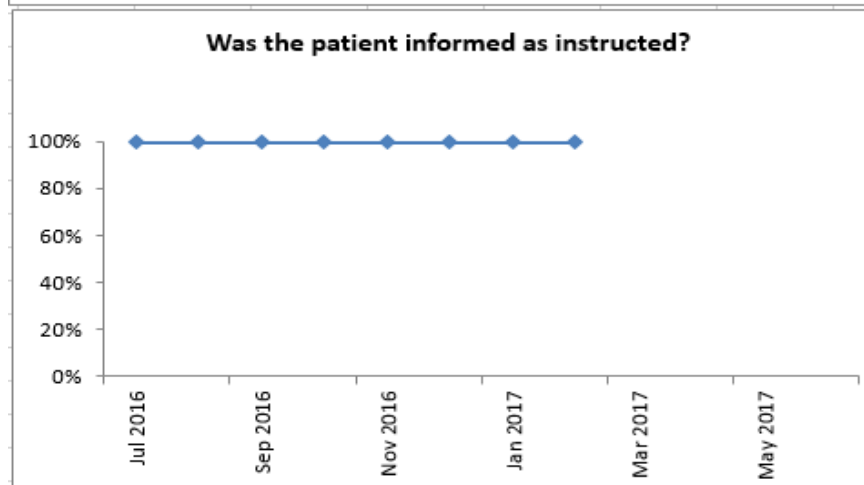
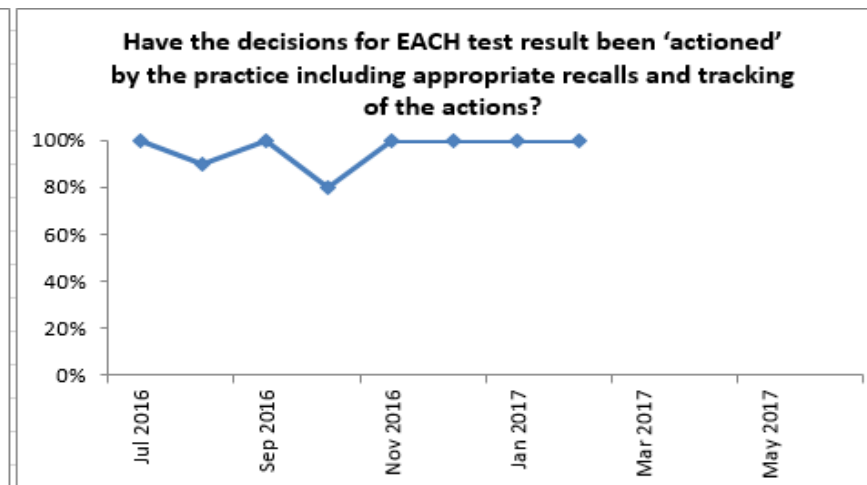
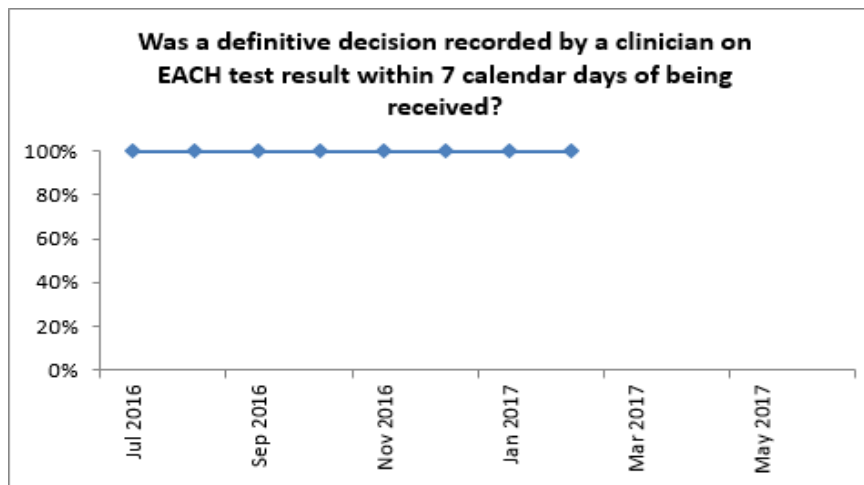
Dr Hayley Roberts

Evangeline Durney (PN)

PHO and Facilitator:

Rosie Buchan

Measures Summary



Key Ideas Tested

	Idea tested	Outcome (success or failure)	Advice/message for other practices
1	Standardised quick keys for results have been tested /used by the 2 doctors and nurse.	Definitely an improvement from last audit, but still room for improvement. Quick keys for review in next staff meeting in April.	The quick keys definitely made it easy for the nurse to interpret the results when patients enquire about them and makes it easier to update the recalls.
2	Last October 2016 audit we introduced another test (Lipid Profile) and in December 2016 we added another test (Creatinine)	Based on the audit, our processes for results handling are working.	Doing an audit helps us identify in which areas are we needing improvement. We will continue doing the results handling audit 6 monthly.

Highlights and Lowlights

- ▶ All staff agreed it was a good way to test if our processes for results handling are being followed by the doctors and nurses.
- ▶ So far our audits have showed that our processes for results handling are working. Results are being checked on time and follow-up being done. Recalls updated.
- ▶ All staff are able to express their concerns and offer suggestions for improvement.

Trigger Tool

- ▶ Trigger tool completed with Rosey from PHO , DHB advisor , Dr Anderson and the nurse.
- ▶ As a result of the trigger data collection , it made us aware that there are loopholes in terms of hospital management. Just like in the case of our patient who was discharged without the appropriate management thus had to be readmitted because of a clot . This incident did cause harm to the patient . It would have been preventable if patient was anti-coagulated at discharge.

Safety Climate Survey

- ▶ All of the 5 staff of Onewa Doctors have completed the survey.
- ▶ The safety climate survey report was discussed during the staff meeting last February.
- ▶ We have scored highest in **TEAMWORK** and scored lowest in **LEADERSHIP**.
- ▶ During our discussion, we think it might be how the staff interpreted the questions regarding leadership which lead us to score low.
- ▶ We noticed that the other staff are more open in confiding any concerns with the practice manager.