

Learning Session 2

Otara Family and Christian Health Centre

Team members:

Dr Mark Arbuckle,

Siniva Tuato, (Practice Nurse)

Lapulou Ikavuka (Practice Nurse)

ProCare: Nicki Brentnall

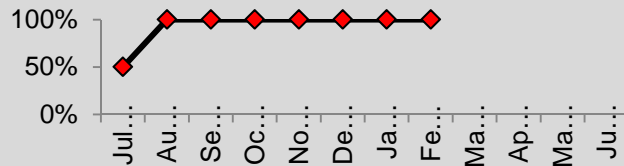
Who are we

We are a caring community practice with multilingual staff. Our dedicated team of doctors and nurses are committed to providing exceptional healthcare in an affordable and sensitive manner.

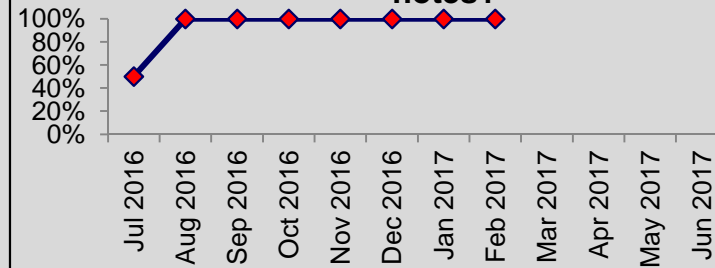


Measures Summary- March 2017

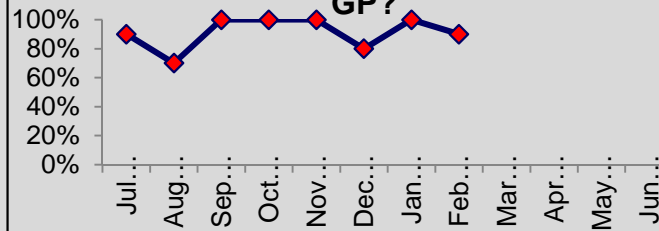
Is there evidence that the last advice on Warfarin dosing given to patient followed current local guidelines or used computer...



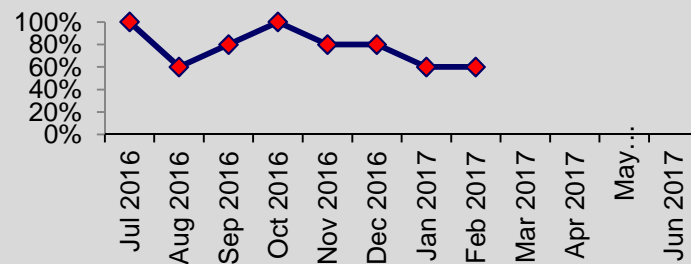
Is the target INR and duration of treatment clearly documented in the notes?



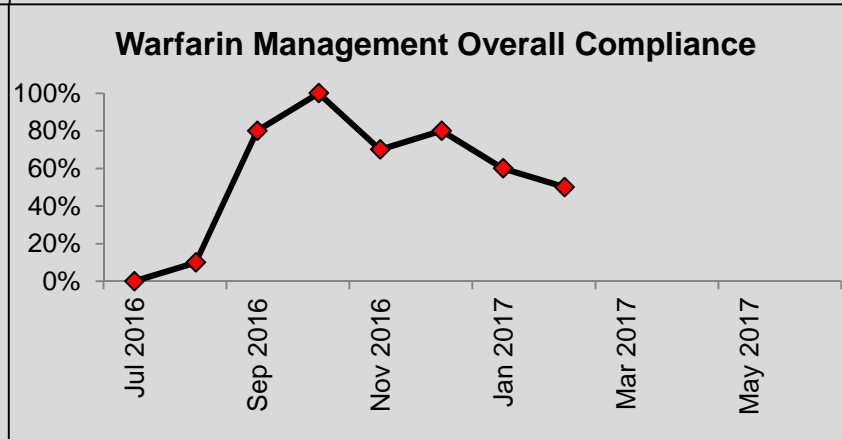
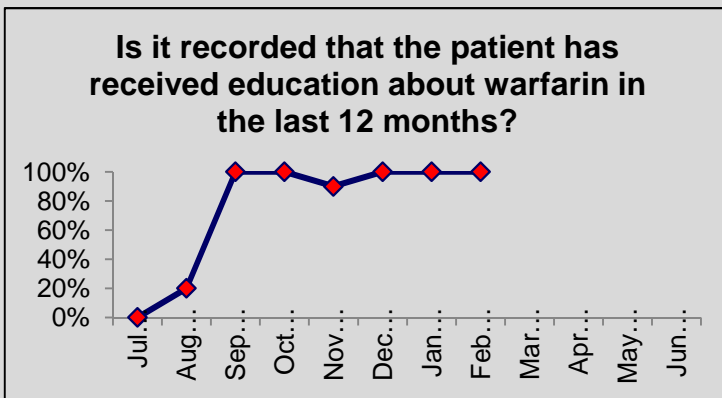
Since the last blood test, has the patient been taking the correct dose as ordered by the treating GP?



Has the INR been taken within 7 days of the planned date?



Measures Summary – March 2017



Key Ideas Tested

	Idea tested	Outcome (success or failure)	Advice/message for other practices
1	Using an electronic record of warfarin patients and lab test rather than a paper folder	<p>Successful transition to electronic recording, all nurses compliant with new initiative</p> <p>Easy to follow up overdue inr and looking at previous recording when results coming in</p> <p>Patient INR recall set to ensure patient are not missing</p> <p>Folder –often inr was missed and not actioned in a timely</p>	<p>Ensure all nurses are confident in doing INR management when staff members are away the job still get done</p> <p>Lead nurse to overview inr management and follow up recalls</p>

Highlights and Lowlights

Highlights:

- Utilising electronic system and having better patient catchment resulting in fewer patient not being followed up
- Easy to run reports and set recalls and multiple people can access same file at the same time
- Blue folder redundant
- Less work load e.g time looking in to the folders and waiting for Dr to change the dose.
- Lowlights –following up non compliance patient and non responders
- Maybe the programme can provide us a machine to do ~~Home visit and test these patients INR eg like CPAM~~
- ~~Unstable INR needed GP to double check~~

Trigger Tool

WE KNOW A trigger tool is used to identify and document patient harm using a systematic record review process.

Doing this is a benefit to our patients and allows our team to reflect on what we can improve on.



What we haven't had yet is **TIME** to do this effectively.

We **DO** have a plan to ensure this will be completed shortly!



Safety climate Survey

All Team members have completed the survey

A date has been set for the team to get together with an external facilitator who will support us to identify “What we do well” and also “What areas we can improve on”

