

Learning Session 2



Team members:

Dr David Jansen, Dr Matire Harwood, Dr Marty Davis, Dr Karim Kaiaarahi, Dr Richard Cooper.

Community Health Worker/ Kaiāwhina Liz Tito

RGN Nicole Waters, Robin Waka, Pauline Fitzgerald.

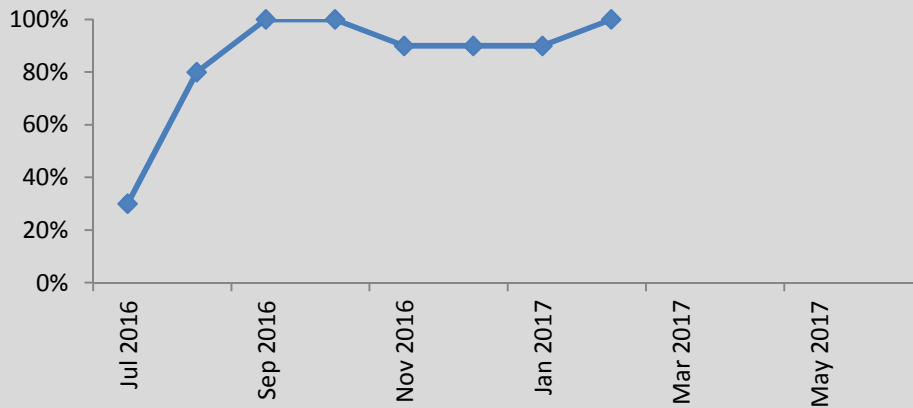
Clinic Practice Leader Barbara Betham. Admin DeAnn Nicholls, Ana Kaufusi

Marleen Tuigamala & Jennell Bonner – National Hauora Coalition

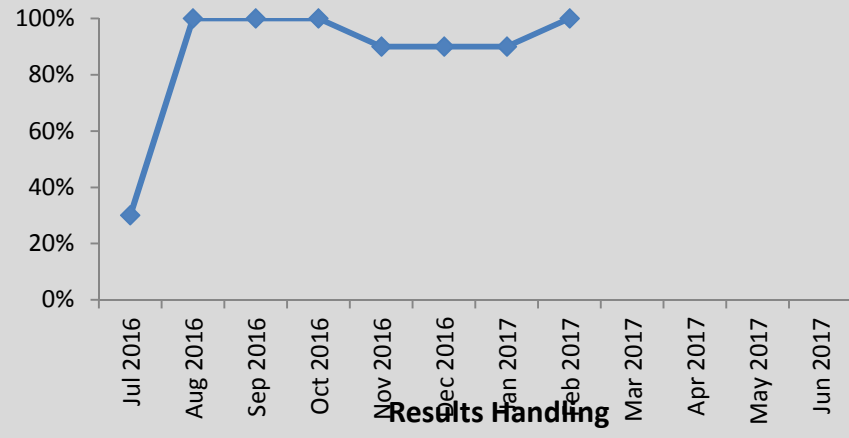


Measures Summary

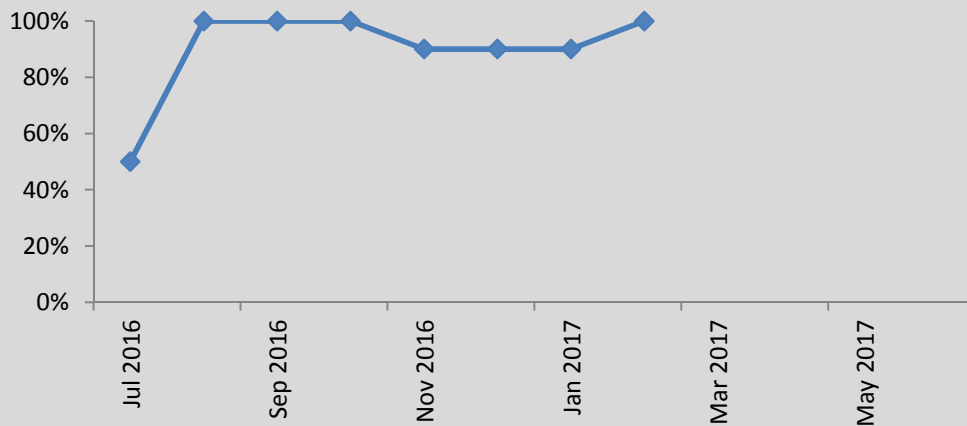
Was a definitive decision recorded by a clinician on EACH test result within 7 calendar days of being received?



Have the decisions for EACH test result been 'actioned' by the practice including appropriate recalls and tracking of the actions?

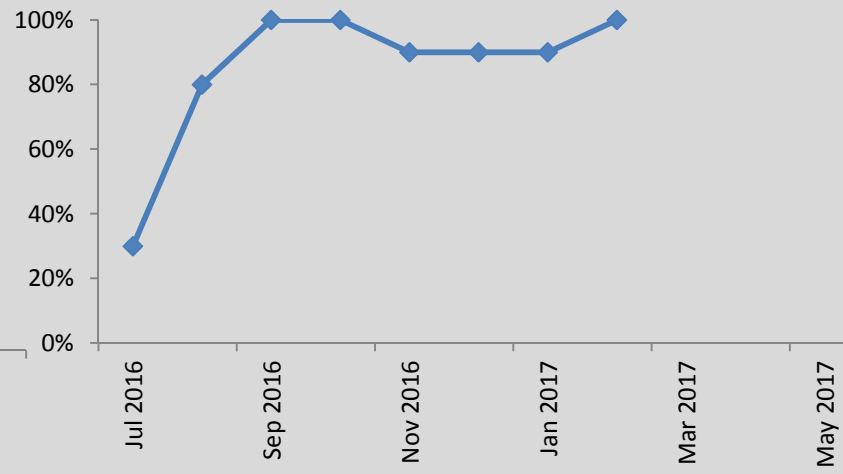


Was the patient informed as instructed?



Results Handling

Overall Compliance



Key Ideas Tested

	Idea tested	Outcome	Advice/message for other practices
1	Reviewed current process		Open team discussion on the process currently used within the practice.
2	Added Quick typing shortcuts to PMS		With the introduction of pre-set comments we have a more uniform and standardised GP response to results
3	Education of locums- with expected result turn around times, using of quick keys, tasking function		Quicker uptake of standards

Turuki Paneke...moving forward

- The whole team engaged in an improvement process
- Increase patient knowledge of process for results handling within the practice
- Consistency across the team
- Reducing result guesswork through clearer communication and standardised instructions



Trigger Tool

Search criteria Diabetic with HbA1c >75mmol/l

Non adherence to medication common theme

Solution recommended/implemented

Enrol in Oranga ki Tua for added support
with self management/home visiting

Commenced a “Hundy” club

register for intensive team support

MDT partnership with Whitiara, localities.

Marae Social Services and PHO for case review

Experience of tool

The tool was easy to use and in this patient group,
effective in identifying areas we could work on as a team.



Safety Climate Survey

Survey told us

Papakura Marae Health Centre is a good place to work.

We are strong in Whanau Centred Care – Values Based Reflective Practice

We need to think about and talk about

Communication and Leadership.– embed the behaviours that create value in teamwork (briefing / debriefing) - link the defects and opportunities to the Learning System so the process of learning and improvement is visible and builds trust – then it becomes sustainable

Kia Pokapu Te Panekiretanga Hei Pou Mo Te Whanau.

To be a centre of EXCELLENCE for Whanau

Safety Climate Survey

What we changed

- **Leadership:** Communication – using tasks so everyone knows about changes
- **Teamwork:** Playing to peoples’ strengths –
- **Safety Systems and Learning:** Incidents once reviewed are used to develop procedures and checklists.
- **Communication:** holding “all staff ” meeting once a month.
- **Workload:** Staff to “champion” projects

