

# Learning Session 2



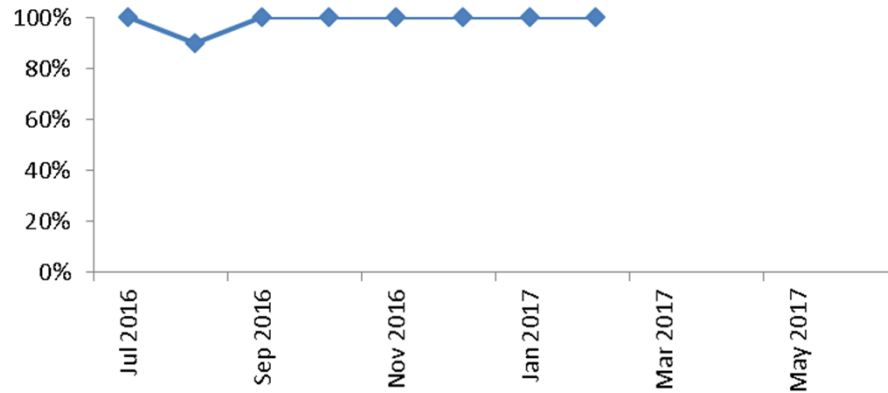
## QuayMed Accident & Medical Results Handling

**Team members:** Dr Karen Napier, Sue Walker (PN), Paula Asiata (Practice Administrator)

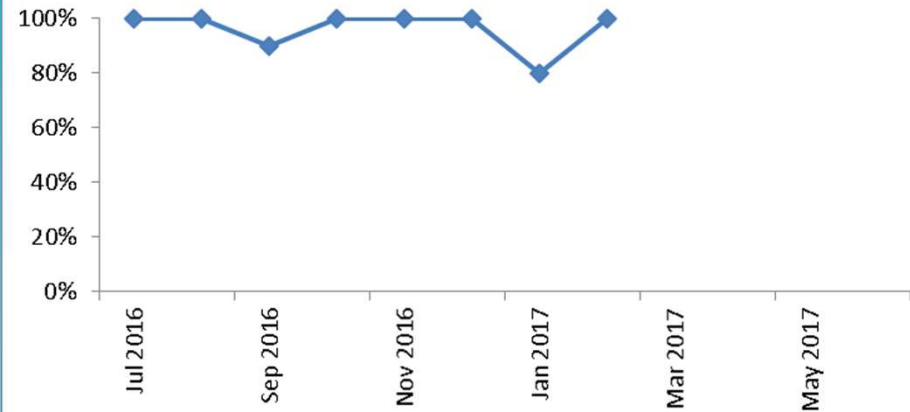
**PHO and Facilitator:** NHC PHO – Marleen Tuigamala & Jennell Bonner

# Measures Summary

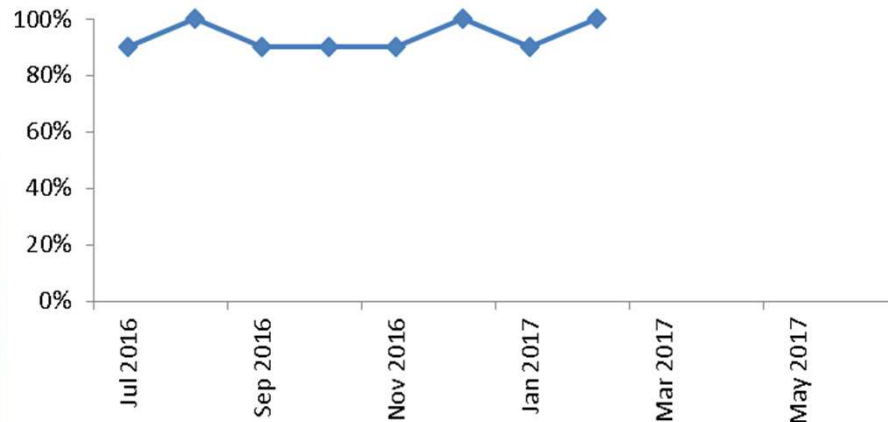
Was a definitive decision recorded by a clinician on EACH test result within 7 calendar days of being received?



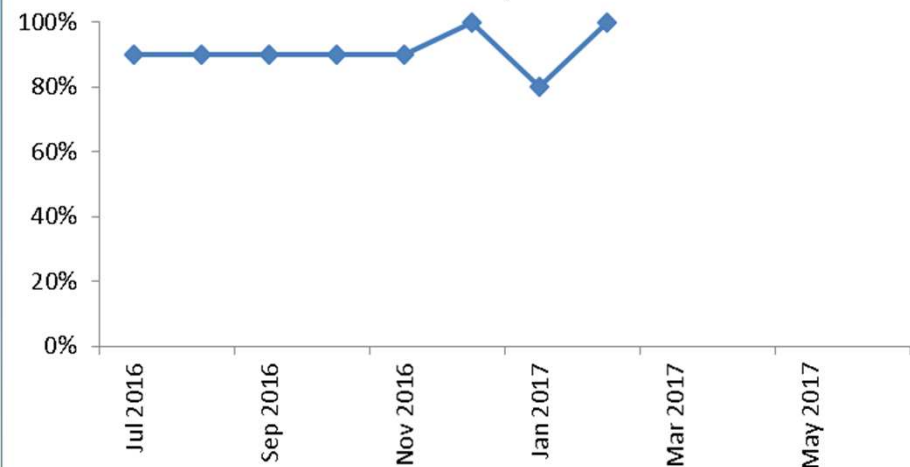
Have the decisions for EACH test result been 'actioned' by the practice including appropriate recalls and tracking of the actions?



Was the patient informed as instructed?



Results Handling Overall Compliance



# Key Ideas Tested

	Idea tested	Outcome (success or failure)	Advice/message for other practices
1	Minimize handoffs – 4 ‘quick keys’ developed & used by clinicians when interpreting results	Success	Reduces staff handling & time in conveying results to the patient, especially if results are normal
2	Smooth Work Flow- clinicians are paired up so that that results are always actioned when one is on leave or sick	Success	Ensures that patient results whether normal or abnormal are actioned without disruption due to leave or illness – continuity of care
3	Focus on the outcome to the patient – communication via staff to patient	Success	Positive as patients are able to receive their results quicker over the phone due to ‘quick keys’ used to interpret results

# Highlights and Lowlights

## Highlights:

- Positive feedback due to the changes initiated from both staff and patients in conveying results.
- All clinicians using the 'quick keys' when interpreting results, ease of 'work flow' between staff and improved communication.

## Lowlights:

Results variation limited via search options on the 'Query Build Tool'.

# Trigger Tool

## Experience of Tool:

The trigger tool was not very helpful, very time consuming when conducted by Dr Napier. However, when conducted as a group activity during our CME facilitated by Vikas and Ian, it made the experience more interesting and less time spent on completing the trigger tool.

# **Safety Climate Survey**

All staff within the practice completed the survey. A feedback session was held during our evening CME session together with our trigger tool session. Some felt that the results of the survey did not truly reflect the current atmosphere in the clinic and felt that the timing of the survey being completed by staff would have been better conducted at the start of the new year.

It has been suggested that a communication box will be placed in the staff room to encourage staff members to place their feedback anonymously, whereby they feel comfortable expressing their concerns without any repercussions.