

MEDPLUS + Warfarin bundle experience

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Warfarin management bundle – we chose it because

- We wanted to standardise dosing calculation to assist after hours and locum doctors who were seeing practice patients not known to them
- GPs wanted to improve the time patients spend in target range – we had a lot of highs and lows occurring with lots of retesting.
- Warfarin management was GP lead – aware that this was inefficient and could be more effectively lead by nurse team. we wanted to move towards this.
- It was generally felt that we were not involving the patients enough in the process and achieving the best possible outcomes for them

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Our bundle showed that although we were good in some areas such as following up to make sure testing was done on time, and explaining the process of warfarin monitoring to the patient at the start up, we were also not so good in some areas.

For patients –we were not communicating regular information or asking them for their input on a regular basis.

For Medplus -our dose calculation was not standardised
-our classification documentation was not easily visible

We reported back to the clinical team and brainstormed for ideas



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Changes we made

- We customised our warfarin classification entry to include all vital details in a standardised format. We invited feedback and updated the colour to red to improve visibility in notes.
- We trialled and adopted standardised dose guidelines and audited compliance with the GPs
- We standardised a process to ensure that regular education is given to active warfarin patients and asked the patients for comments on our warfarin management procedure

Why we made them

- *Although all information had always been available in the patient notes it was not always instantly visible.*
- *Safety, consistency, – especially for after hours doctors calculating dose for practice patients not known to them*
- *We had previously given information to patients on an ad hoc basis but did not have a documented process for regular followup. We also surveyed 30% of our patients for satisfaction with the process and put in place ongoing process*

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Some of the positive gains our practice has experienced through completing the SIP warfarin bundle

Promoted increased communication, collaboration and trust between clinical teams

Meeting and sharing ideas with other practices – their enthusiasm is infectious

Reassuring to hear positive patient feedback

Increasing patient involvement should lead to better clinical results –time will tell

Improved documentation has increased patient safety

Viewing the measures improving monthly was motivating

