

Learning Session 2



QuayMed Accident & Medical Results Handling

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Results Handling

- A need to review and update results handling policy, processes used varied between each doctor
- Communication of results to patients were often unclear, increasing workload to staff going back in forth in determining outcome
- Need to develop a standardised system that all staff could follow in relaying results to patients

Changes initiated within the clinic

The care bundle chosen highlighted several areas that needed improvement or to be developed, those changes were:

.N	Result is normal/within acceptable limits/ no action required
.ST	Stable trend repeat in.....e.g. 2W 3M 1YR (Dr to complete repeat interval)
.AB	Abnormal results (Dr to complete an action here – e.g. TCI, nurse to call, repeat with time interval etc.)
.SPEC	Result ordered and followed by specialist

- ‘Quick Keys’ developed the Doctors/ Nurse CME
- ‘Doctor Partnering’ lab results
- Patient Portal

What has worked well?

- Positive feedback from reception staff and patients due to the changes initiated
- Ease of conveying results to the patients due to the 'quick keys' developed
- Not significant/No action required most helpful
- Have reduced doctor/nurse/admin time in handling results