

Learning Session 2

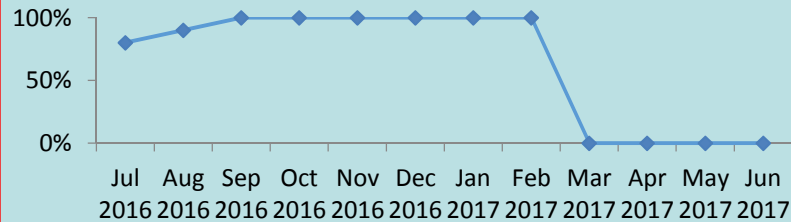
Practice Name: TLCare Medical
Audit Name: Results Handling

Team members: Dr Tony Lowe, Dr Wee Teo,
Lynette Fitisemanu, Manon Cattel, Christine Kennerley (RN)
Helen Pautu, Clare Moor, Jenny Hou (Receptionists)

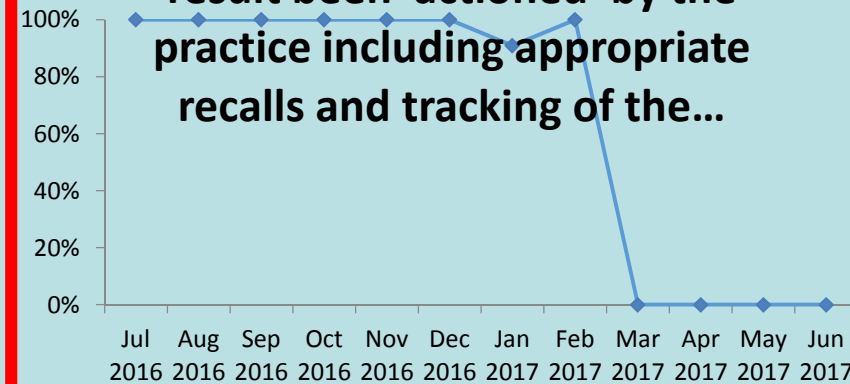
PHO and Facilitator: Procure - Nicky Brentnall

Measures Summary

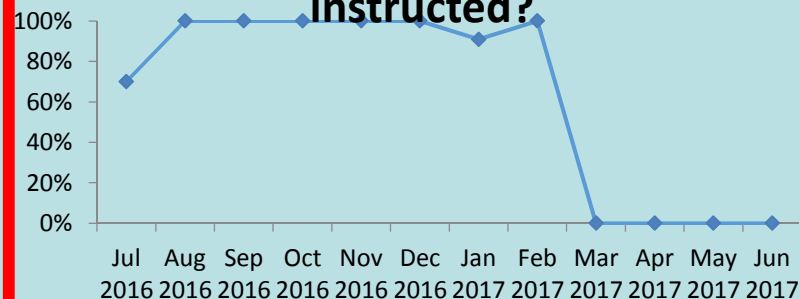
Was a definitive decision recorded by a clinician on EACH test result within 7 calendar days of being received?



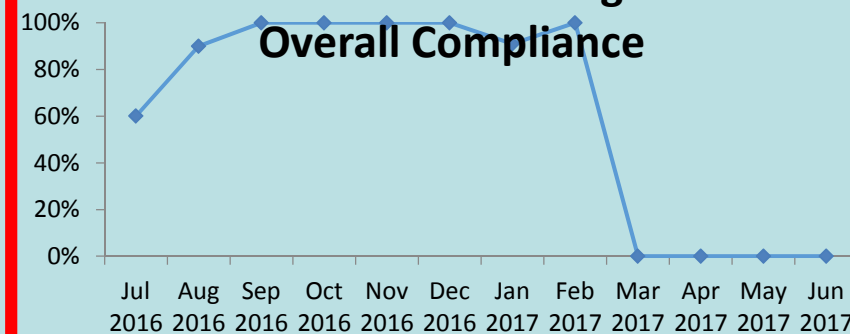
Have the decisions for EACH test result been 'actioned' by the practice including appropriate recalls and tracking of the...



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	GP to annotate incoming mail with clear instruction for PN to action add note and return to GP	<p>Short cut keys now standardised and used.</p> <p>We now even have these set up for texting to patients.</p>	<ul style="list-style-type: none"> • Limit the no. of shortcuts • “Ensure the GPs are on the same page” • Set time for discussion and questions as not everyone on the journey at the same time
2	Standardized short cuts	<ul style="list-style-type: none"> • Easier for PNs to relay information to the patient • Safer method of Communication back to the patient which is more consistent 	<p>Don't be afraid to create your own which is are tailor-made to the practice staff and patients</p> <p>“Keep it Simple”</p>
3	Setting tasks (TASK NURSE) to follow up recalls and redo bloods etc.	<ul style="list-style-type: none"> • “One-stop shop” All nurses are involved in the process of managing the task sent by the GP • Safety Net so patients results don't get missed. • Now all lab results “tasks” are actioned within 24 hours. 	<p>Develop a generic “Task Nurse” where all labs are sent for follow up</p>

Highlights and Lowlights

- At first The Doctors felt this would create more work for them and having to individually write a comment on each lab test has increased the time to process results.
- There was some resistance from one GP who felt original system was working OK
- Nurses have felt there is more privacy, as previously we had paper notes/requests left on our desks, these were actioned ,notes written on and given back to GP
- Nurses now find new system more streamlined, shortcuts have created more consistency and greater privacy,
- Nurses have found new system safer when delivering results to pts, as recommendations are already written by the GP
- As we are not on patient portal as yet, pts are not aware of changes that have happened within the practise to provide safer report handling
- Admin staff are not involved with handling results

Trigger Tool

- 3 harms were detected when we completed the trigger tool and these were beyond the control of the Practice
 - 1) **Our practice population will and does self medicate !**
 - 2) **In some situations, life interruptions can alter all of our best intentions and it is critical for us, to understand a patients experience**
 - 3) **Ongoing patient education/support is fundamental to patient care**

Safety Climate Survey

- Survey was complex for our team as for many English is not their first language.
- No real surprises with the outcome We are small practice where the team is comfortable to discuss an highs/lows of teamwork
- We have a robust communication process