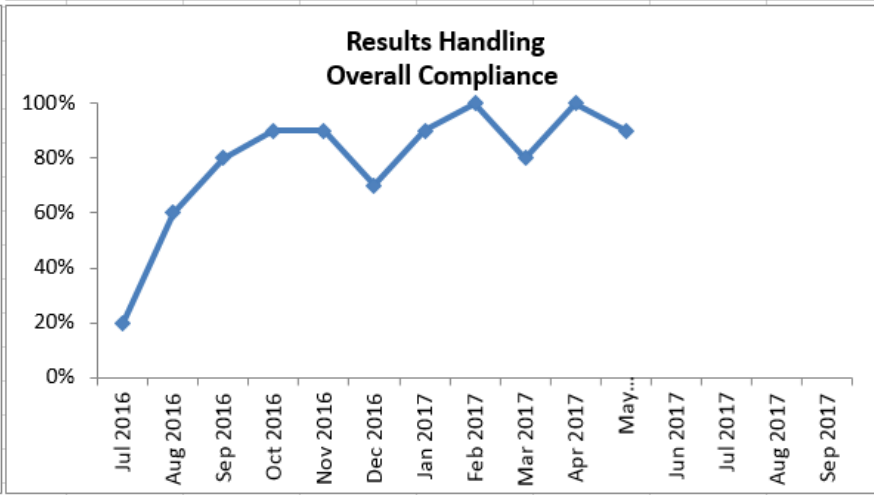
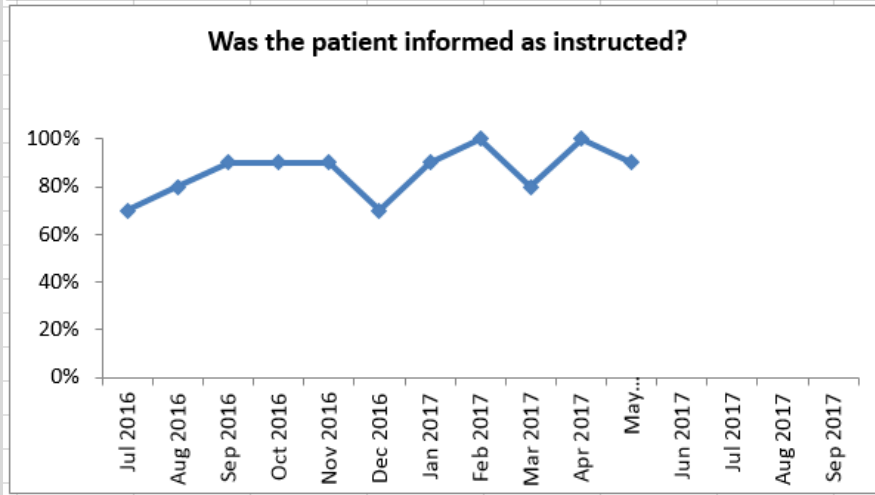
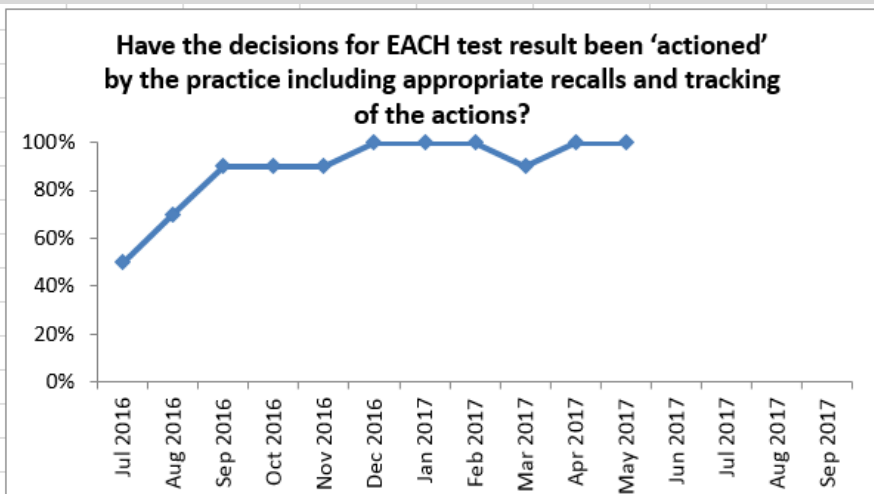
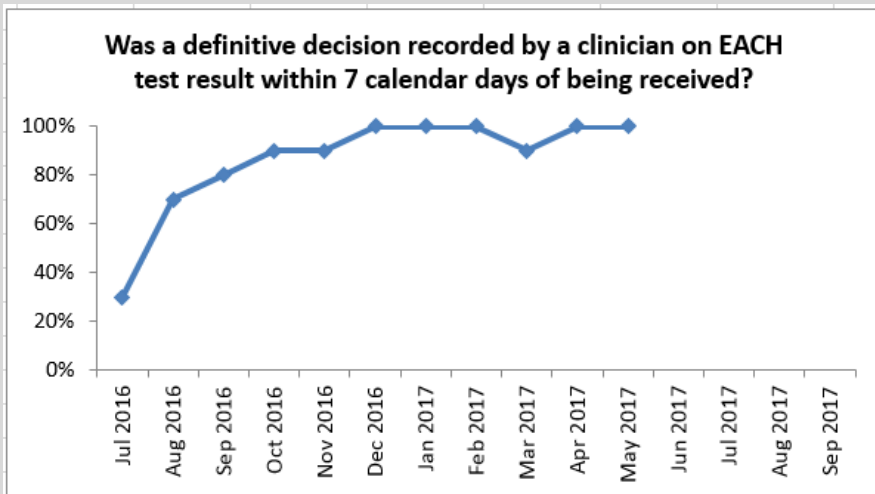


Learning Session 3

Millhouse Medical Centre Results Handling

Team members: Dr Daniel
Quistorff, Nurse Maree Bullen,
Receptionist Noreen Cooper
PHO and Facilitator: East Health

Measures Summary



Learnings & Change Package

- We originally had a low compliance overall despite having the systems in place to do proper handling
- Our practice has a rule on notifying patients of their results either by email, text, or nurse phone call. We simply needed to adjust the protocols slightly

Learnings & Change Package

- Best Change Idea
- Reminding doctors that they must give advice when sending results to patients
- Millhouse philosophy is that patients are entitled to their results “I’ll call you if anything is wrong” is not enough.

Email Template

[MIS_DATE]

[PAT_PREFORM_EXT]

[PAT_POST_STREET]

[PAT_POST_SUBURB], [PAT_POST_CITY]

Email address:

[PAT_EMAIL_ADDR]

Dear [PAT_FIRSTNAME]

Below you will find your recent investigations results. A brief comment is made by your doctor below as to whether they are normal or abnormal and whether we should see you again at the clinic for a follow-up visit.

DOCTOR'S COMMENT:

DOCTOR'S RECOMMENDATION:

If you remain unwell, have ongoing concerns or want further clarification on these results please phone make an appointment with your doctor.

RESULTS:

Document Wizard

Main | More | Inbox

- [-] Consultation Notes
 - All
 - Date From
 - Date To
 - 09 Jun 2017 (DAN)
 - 08 Jun 2017 (REC)
 - script has been faxed and posted to
 - 22 May 2017 (ADM)
 - 16 May 2017 (DAN)
 - 09 May 2017 (DAN)
 - Presenting symptoms follow up - to
 - More ...
- [-] Medications
 - Long Term
 - Most Recent
 - Full History
 - None
- [-] Classifications
 - Long Term
 - All
 - None
- [-] Medical Warnings
 - Rx Warnings Only
 - All
 - None

Verdana 10 B U

09 Jun 2017

Mr Mickey Mouse
Disneyland Hotel
Hollywood, America

Email address:
mickeymouse@millhouse.co.nz

Dear Mickey

Below you will find your recent investigations results. A brief comment is made by your doctor below as to whether they are normal or abnormal and whether we should see you again at the clinic for a follow-up visit.

DOCTOR'S COMMENT:

DOCTOR'S RECOMMENDATION:

If you remain unwell, have ongoing concerns or want further clarification on these results please phone make an appointment with your doctor.

RESULTS:

Ln: 20, Col: 1 Auto open wizard for Email letter

Go Dot ... Insert ABC Spell Send To Print OK Cancel Help

Other Thoughts

We have had good results with the trigger tool.

Particularly reminding doctors that a trip to A&E or ED may not be an isolated incident (Falls Risk, Self-cares, etc)

We had good results with our patient survey

Patient Question: Lab Form Feedback

Background/Purpose

To gain better understanding of how our patients experience testing and results handling

Method

- 20 forms completed by patients
- Unsure of how many forms given to patients
- One patient answered all questions as non applicable
- Several words were repeated under each question and some patients circled the word twice.
- I'll be honest... it was quickly written

Patient Survey

SAFETY IN PRACTICE – PATIENT FEEDBACK

1. What was your experience of getting the lab form? (circle all that apply)

KEYWORDS:

Informed	Culturally inappropriate	Confused	Uninformed	Received
Positive	As expected	Easy	Happy	Understood
Empowered	Unexpected	Simple	Informed	Confused
Anxious	Frustrated	Difficult	Satisfied	Anxious
Valued	Angry	Complex	Dissatisfied	Reassured
Confused	Culturally inappropriate	Worried	Confused	Meaningless
Confident	Confident	Anxious	Timely	Scared
Culturally appropriate		Confident	Untimely	Frustrated
		Informed	Not received	

2. What was your experience of getting your tests done? (circle all that apply)

KEYWORDS:

Informed	Culturally inappropriate	Confused	Uninformed	Received
Positive	As expected	Easy	Happy	Understood
Empowered	Unexpected	Simple	Informed	Confused
Anxious	Frustrated	Difficult	Satisfied	Anxious

- What was your experience of getting the lab form?
- What was your experience of getting your tests done?
- While you were waiting for results?
- When the results were received?
- Understanding the results?



What was your experience of getting the lab form?



What was your experience of getting your tests done?



While you were waiting for results ?

Worried Informed
Confused Understood
Timely Happy culturally
Uninformed Valued Empowered
Easy Scared
appropriate Confident
expected
Positive Satisfied
Received
Anxious

When the results were received?

Timely Happy
Satisfied Valued

Informed

Worried Empowered Reassured
Easy Positive Confident
Understood **Simple**
culturally **expected**
Anxious
Received
appropriate

Understanding the Results



Highlights

We are happy with our procedure to inform patients of their results.

We have addressed most concerns re: recalls etc.

We have a better idea of how to run audits with identifiable changes.

We have a constructive idea for next year's SiP