Safety in Practice

Learning Session 3

Health, Counselling and Wellbeing

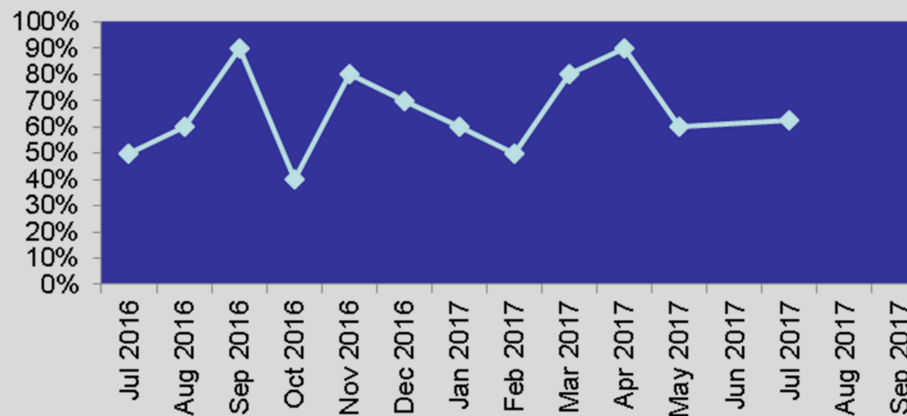
Cervical Screening

Team members: Susie Poon, Shona McLeod, Alison Brown, Stella McFarlane

PHO and Facilitator: Jean Lyle

Measures Summary

Share your results for the year and annotate any key change ideas



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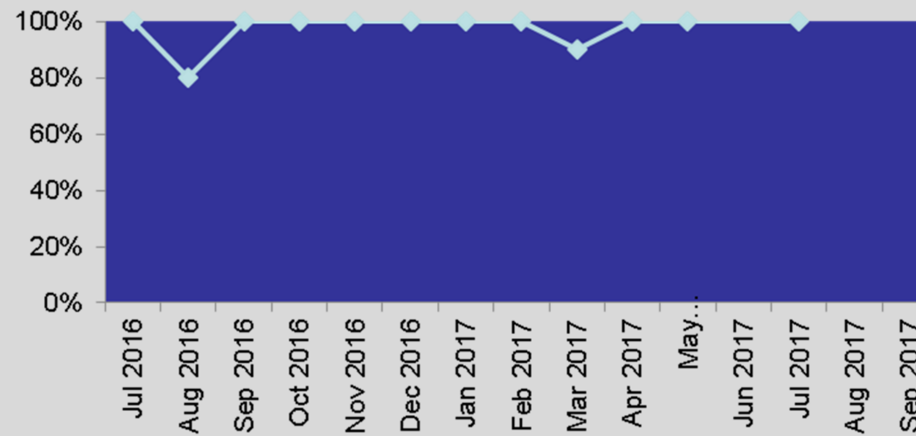

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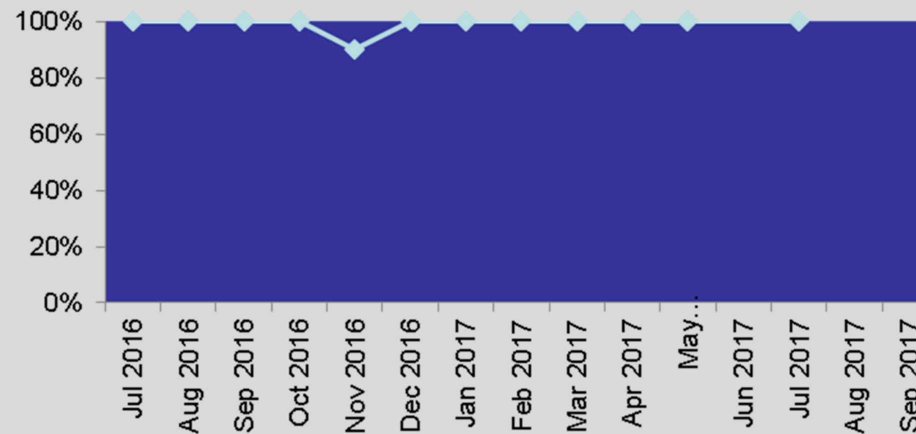

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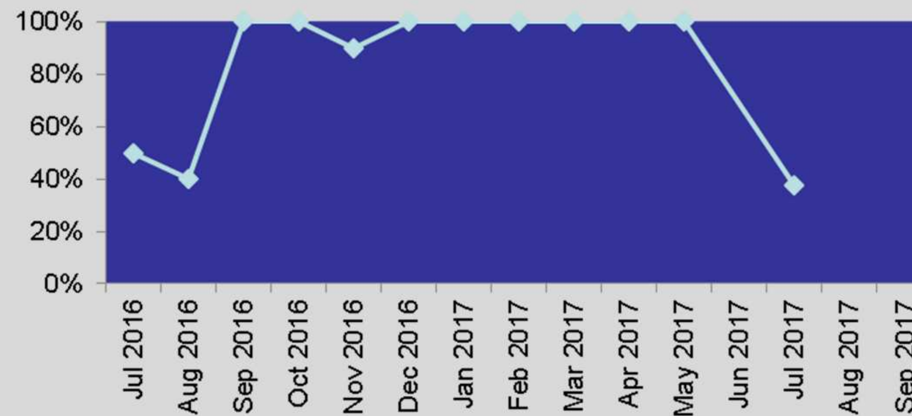

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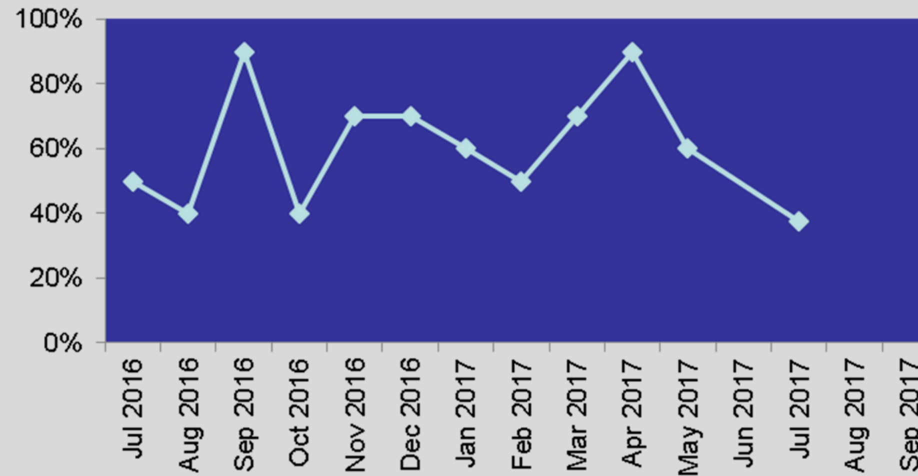

Non-responders have a significant impact on AUT overall compliance

Learnings & Change Package

- Performance improved – 69% screened to 74%
- Contacting of patients who are no longer at AUT
- Standardising the process for recording and advising of results
- Improving accuracy of patient contacts

- How did you achieve this improvement?
  - Use of text for results
  - Standardising the cervical screening outcomes
  - Being in Safety in Practice and working as a team, across campuses
  - Communication between staff and staff and patients has improved

Learnings & Change Package

- Best Change Idea
  - Moving from mail to texting for recalls and especially results

- Helpful to know
  - Students prefer electronic communication, we need to adapt to new ways of communicating
  - Need to book in specific safety in practice team meetings to ensure you get the best out of the process

Other Thoughts

- As an administrator, I understand more about the cervical screening process – feel more part of the team
- Clinical staff reminding patients about their smear that is due often results in the patient making an appointment
- Trigger tool – useful for raising awareness of risk of harm with patients who access after hours care but may not respond to follow up calls
- Trigger tool helped us to think about harm in others areas – potential for harm in results that are not triaged effectively
- Electronic referrals need to have the ability to set an automatic task reminder for follow up

Highlights

What are your main highlights from your year in Safety in Practice?

- Working more closely as a team on a specific topic