

Learning Session 3

The Doctors Onehunga Cervical Smears

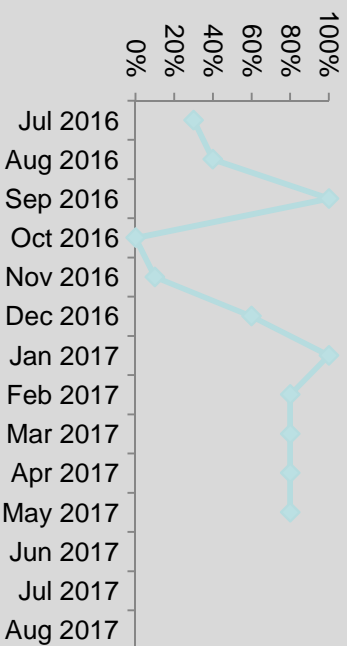
Team members:

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PHO and Facilitator: NHC

Measures Summary

Is there documented evidence that a smear has been completed within the clinically defined timeframe?



Is there an appropriate recall for their next smear within the PMS system?



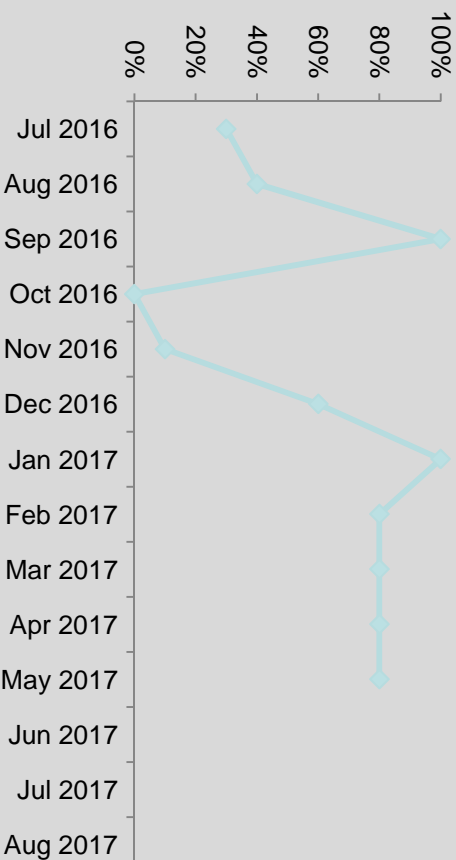
A clear clinical reason why a smear is not required documented (if applicable).



Is there documented evidence that the last smear result was conveyed to the patient with a clear follow up plan?



Cervical Smears Overall Compliance



Learnings & Change Package

The initial cervical screening health target was sitting 67% at the beginning of the year.

By the end of the year, we had increased smear target rates up to 73% of enrolled women in our practice.

Over the year, positive outcome was achieved by offering Free smears in September Screening Awareness Month for all eligible clients, followed by

- extend hours of availability by 2.5 hours during week days
- offer weekend clinic on a monthly basis & shorten appointment template to accommodate more clients
- offer opportunistic smears during clinic visit, triage, immunize on children, phone calls etc.

Learnings & Change Package

- Best Change Idea

--- All staffs (receptionists, nurses, doctors) are encouraged to offer opportunistic smears on a daily basis; CHW to remind all staffs when smear bookings slots are available during women's health clinic days.

--- All staffs are enthusiastic about offering opportunistic smears. Double book temple to take into account DNA numbers.

- Helpful to know

--- Working together as a team is the key to achieve health target.

--- When finance is NOT the issue for clients, target is easier to achieve. More flexible booking appointments (including weekends) are also beneficial for clients who work full time.

Other Thoughts

It is good opportunity to run a trigger tool on a regular basis to review clinic records, in order to identify any incidental findings (based on the severity scale and preventability) in practice.

Safety Climate Survey is also useful to identify any positive and negative attributes of communication, workload, leadership, teamwork and safety systems and learning among the practice. Once attributes have been identified, proper plans need to be actioned, in order to improve safety in practice.

Highlights

- Free smears in September Screening Awareness Month have positive outcome to achieve our target rates. Increased the attendance at Women's Health Clinic. (Some clients felt regretful that they missed the free smear clinic month.)
- Women like opportunistic smears, “ get few things solve it at the same time”. All staffs are now aware of opportunistic smears on a daily basis.
- CHW & Smear Champion to make 20 phone calls per week to clients who are overdue or non responder.