

Learning Session 3

Avondale Family Health Centre Warfarin

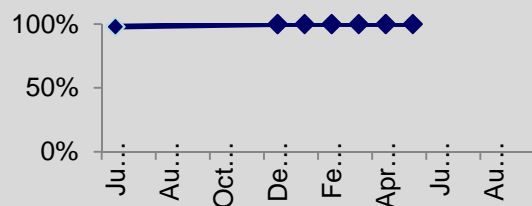
Team members: Cherry Chen (RN), Dr Coral Fonseca, Adam Healey.

PHO and Facilitator: Alliance Health Plus.

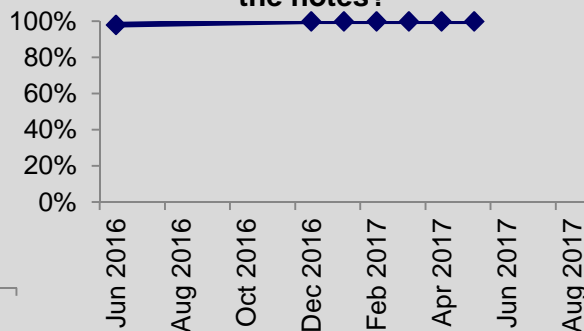
Measures Summary

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

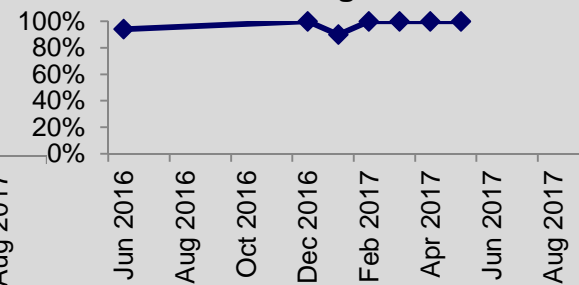
Is there evidence that the last advice on Warfarin dosing given to patient followed current local guidelines or used computer assisted decision making?



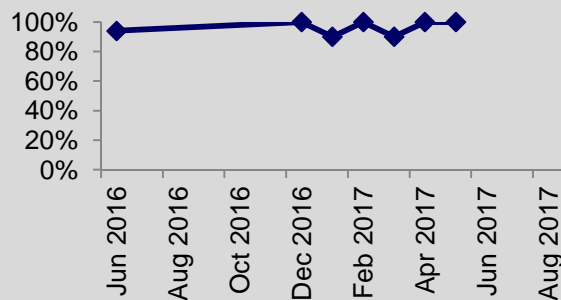
Is the target INR and duration of treatment clearly documented in the notes?



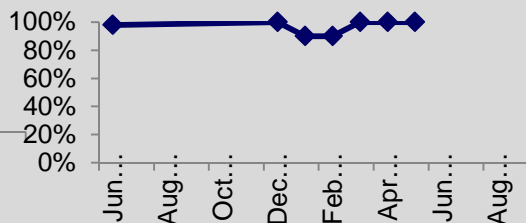
Since the last blood test, has the patient been taking the correct dose as ordered by the treating GP?



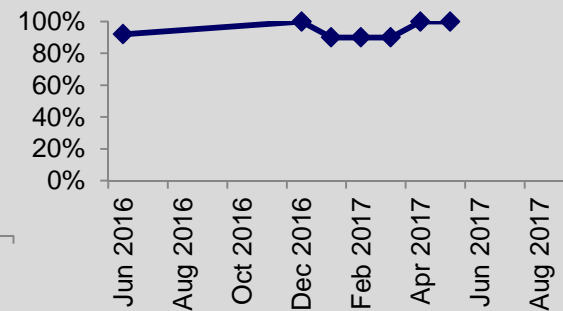
Has the INR been taken within 7 days of the planned date?



Is it recorded that the patient has received education about warfarin in the last 12 months?



Warfarin Management Overall Compliance



Learnings & Change Package

- How did your results change from the beginning to the end of the year?
 - What improvement did you make in terms of results/was there a particular measure that improved more than the others?
 - What we found was that our results were pretty good from the start with only a slight dip throughout the year. One thing it did help with was to keep more timely with chasing overdue patients.
- How did you achieve this improvement?
 - What were the key changes you tried?
 - Our main change was to have the INR checks more regulated by the nurses which helped keep on top of overdue patients easier as the nurses have the time to chase patients more than the GP.

Learnings & Change Package

- Best Change Idea

- Share your best change idea & what the result was
- Having a list of all our Warfarin patients readily accessible keeps patients up to date and reduces patients being missed for reminders and recalls for testing.

- Helpful to know

- What other learning would you like to share with everyone?
- Having the pharmacy manage a lot of our patients, especially the compliant and controlled is a definite benefit.
- Are there any potential pitfalls that others could learn from to avoid?
- Have a good and efficient process in place to notify the correct staff members quickly of abnormal INR results that come through by fax, so they are promptly attended to.

Other Thoughts

Is there anything else that the team would like to share, either with other practices this year or new practices starting soon?

Good communication of study and results, practice wide so everyone adheres to the same procedures for best overall results.

Have you anything to share from the trigger tool, safety climate survey or patient experience?

As a management tool it gives us a good assessment of the satisfactory levels of our staff and gives us areas to focus on and goals to work towards through improvements made.

Highlights

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

- To see that our processes in place work well and have very positive results.
- The changes that we made were ones for the better and have made everyone's job more efficient.
- It was good talking with other clinics at the learning sessions to bounce ideas off. Also to gain good ideas that they have shown to work well in their clinics that we can tailor and try in our own clinic.