



Avondale Health Centre

KEEPING YOUR HEALTH ON TRACK

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Organisational “Buy - In”

Aim To ensure safe, efficient and timely results handling so that doctors and nurses are clear about actions required, patients are aware of results and actions and no actions are overlooked.

Buy-in

Not all results were being commented on.

The comments were not always clear to the nurses.

No formalised system to show that results have been actioned.

Change Ideas

- ❖ To write a comment for all results into comment box.
- ❖ To standardise comments.
- ❖ To have a system to ensure that results are actioned.

What Changes have you tested?

	Change Tested	Outcome
1	Results commented on	100% of results commented on.
2	Comments need to be clear.	All comments to be actioned were actioned - but not standardised comments so not completely clear.
3	Hot Keys	Not that successful as yet - still need to form habit.

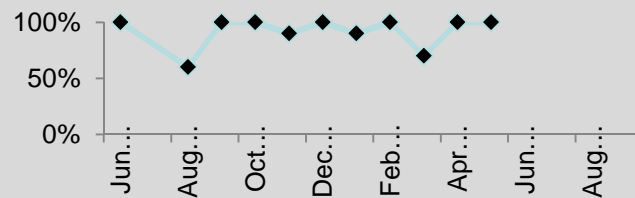
Most Successful PDSA Cycles?

- Plan** To use hot keys to create consistency in comments and to speed up comment writing. To share load of contacting patients between doctors and nurses. To reduce nurses time following up comments.
- Do** All doctors to ensure they write comment for all labs and letters.
- Study** Audit completed at end of month.
- Act**
- Hot keys to simplify and standardise comments.
 - To add in extra comments as needed.
 - Dr's to txt patient results/actions when possible.

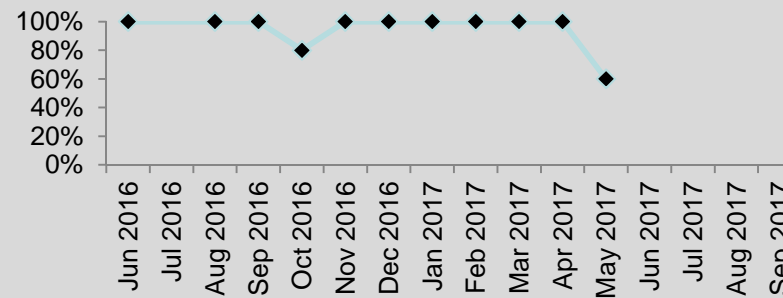
Measures Summary

We measured whether results were commented on and whether actions were taken.

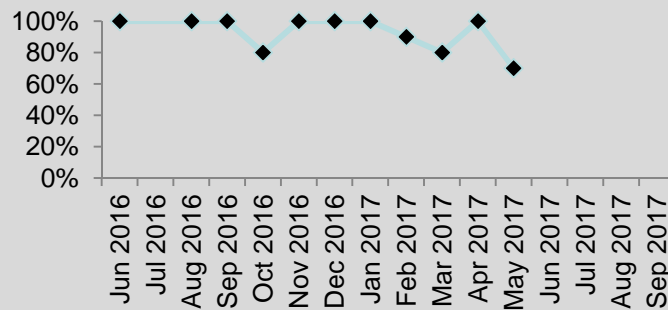
Was a definitive decision recorded by a clinician on EACH test result within 7 calendar days of being received?



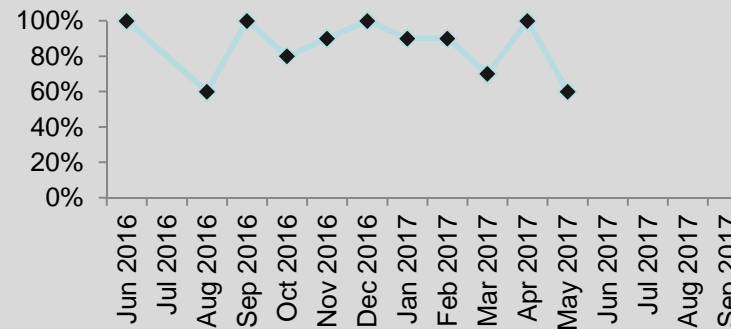
Have the decisions for EACH test result been 'actioned'?



Was the patient informed as instructed?



Results Handling Overall Compliance



Highlights and Lowlights

- Practice was keen to be involved in a Safety in Practice project and improving results handling was important to everyone.
- Doctors texting more patients results and actions.
- We have been having some good discussions and made a huge improvement in commenting on results.
- Still working on using hot keys to streamline results.

Achievements to date

We have an aim of ensuring all results are commented on and that patients are informed of results. That communication around results handling clear.

It was easy to measure whether comments are filled in but we have no measurement plan from there. How to ensure that all comments actioned by nursing staff?

Hot keys are proving hard to implement as we cannot decide on just a few and not proficient at using them.

We do not have a measure for the impact it is having on our practice or patients. What would be outcome measure for this?

Any other achievements?

- ❖ Good to have a focus for discussion around improvement.
- ❖ Positive feedback from patients receiving text results and comments.