

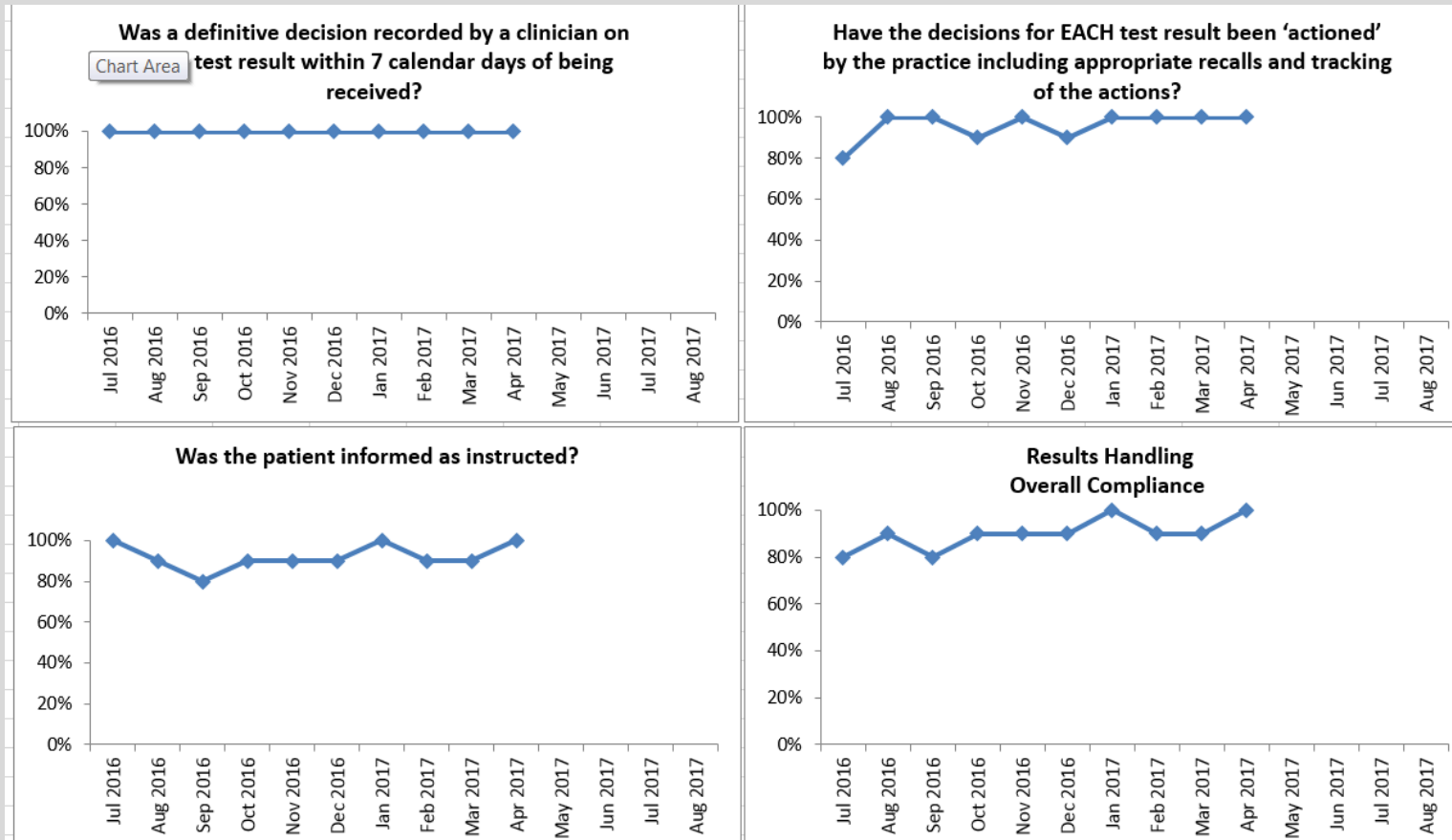
Learning Session 3

Bishop Medical Centre Results Handling

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Measures Summary



Learnings & Change Package

- Overall compliance has improved over the year.
- A revised results handling process is now in place therefore everyone is on the same page.
- There is a clear trail of what has occurred once the results have been received.
- The key changes were: adding keywords, to automate standard responses.
- The keywords were clear and easy to understand for the whole practice.

Learnings & Change Package

- Best Change Idea
 - Adding standardised comments to results (used from Koawatea, Safety in Practice website)
 - Educating staff on the new Results Handling processes.
 - Following the SIP measures made us more aware of the improvements needed and guided us to create a solid process

Other Thoughts

The Trigger Tool was useful for finding incidental data recording omissions.

Using the Safety in Practice method, we were guided to new ideas on what was required to create a robust and improved process for Results Handling

Ideas from other practices and using the Safety in Practice resources from the website was beneficial.

Highlights

- The ability to use the new standardised comments for results
- The monthly Audits helped visualise progress
- Creating a new robust process for Results Handling.