

Learning Session 3

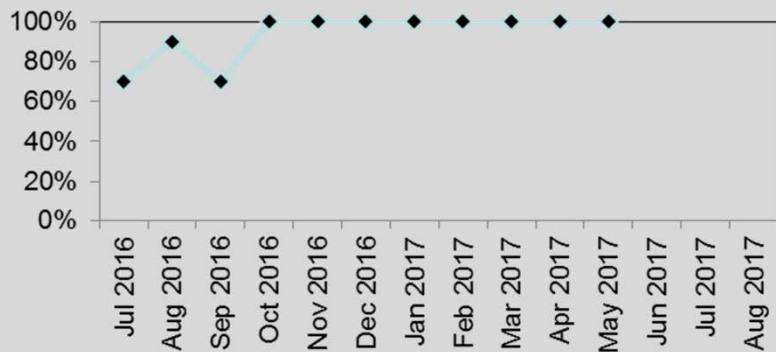
Donovan Street Medical Centre

Results Handling

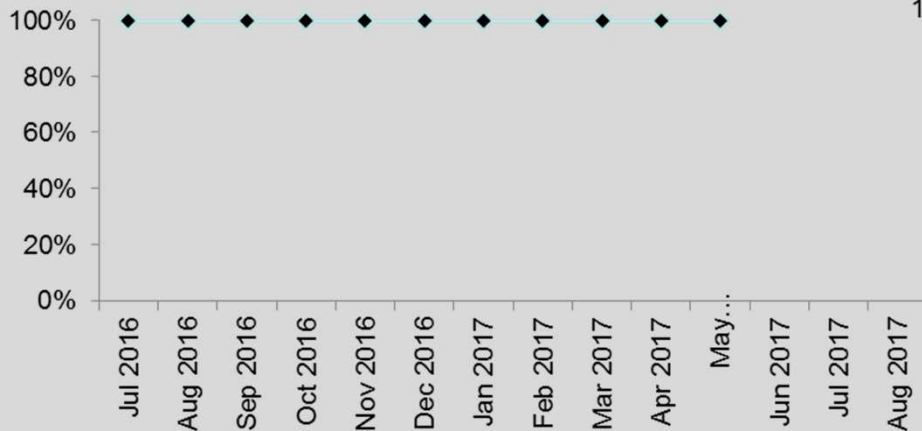
- **Team members:**
- Dr Vather
- Vanessa – Practice Manager
- Meera – RN
- Karen - Receptionist
- **PHO Facilitator: Bernie Tatton**
(ProCare)

Measures Summary

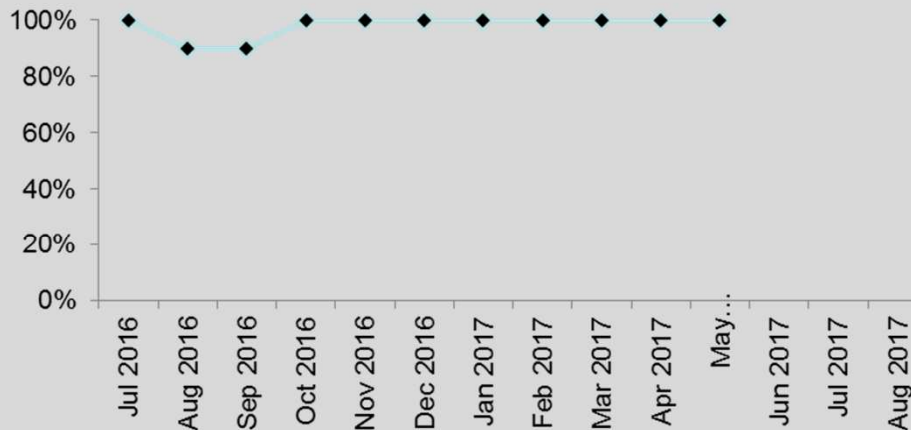
Was a definitive decision recorded by a clinician on EACH test result within 7 calendar days of being received?



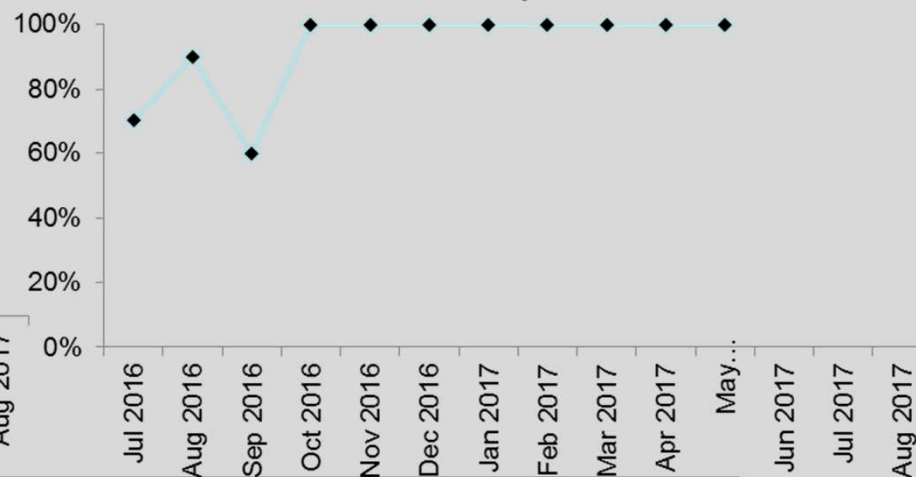
Was the patient informed as instructed?



Have the decisions for EACH test result been 'actioned' by the practice including appropriate recalls and tracking of the actions?



**Results Handling
Overall Compliance**



Learnings & Change Package

- How did your results change from the beginning to the end of the year?
 - Started at 70% compliance in July 2016 now been 100% compliance for the last 8mths
- How did you achieve this improvement?
 - Team always critically analyse test results & check if action needed before filing.
 - Everyone in team in agreement & following process
 - Standard use of PMS auto text

Learnings & Change Package

- Best Change Idea
 - rules for filing normal results agreed on & followed;
 - Dr comments if abnormal result is ok otherwise follow colour code of normal/abnormal
 - Going paper free. All results are reassigned via PMS message
- Helpful to know
 - Make full use of PMS features!

Other Thoughts

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

- Our major frustration has been the inability to submit data as graphs. The PHO had to convert the data for us. If we were to carry on with SiP bundles this barrier needs to be resolved, ideally at DHB end.

Highlights

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

- Overall we have enjoyed being part of this project which has reinforced how well we work together as a team
- going paper free 😊