

Learning Session 3

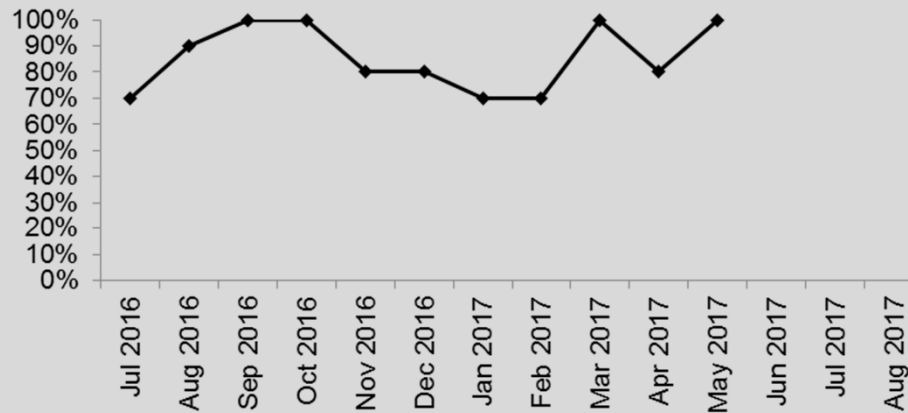
Manukau Family Drs A&M Lab Tests

Team members: Dr Siva
Vasanthan, Prabhashni Hardeo (PN),
Mandeep Kaur (PM),

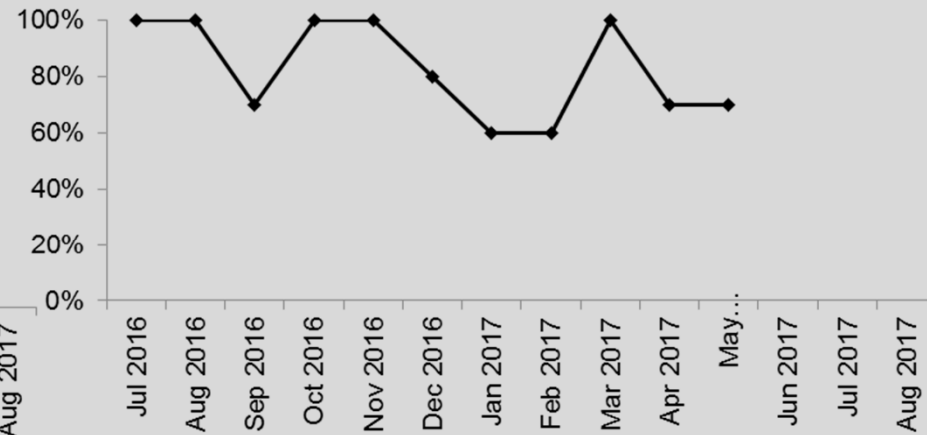
PHO Facilitator: Bernie Tatton
(ProCare)

Measures Summary

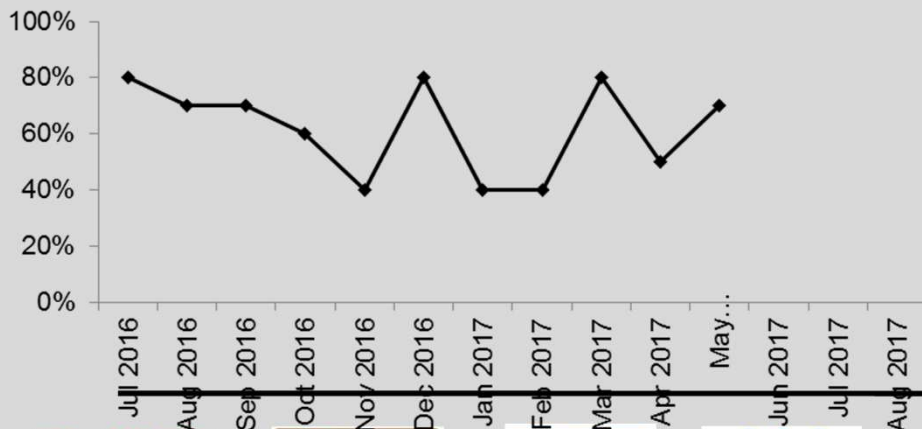
Was a definitive decision recorded by a clinician on EACH test result within 7 calendar days of being received?



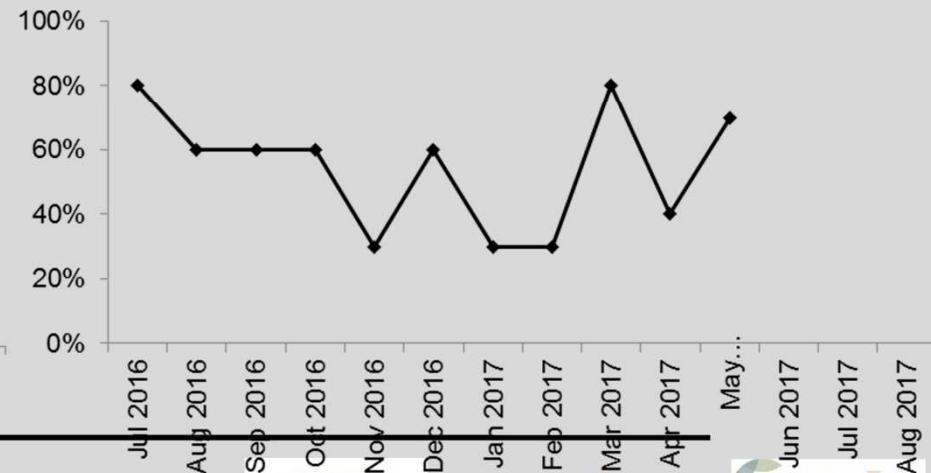
Have the decisions for EACH test result been 'actioned' by the practice including appropriate recalls and tracking of the actions?



Was the patient informed as instructed?



Results Handling Overall Compliance



Learnings & Change Package

- **How did your results change from the beginning to the end of the year?**
 - Clinical Review within 7 days at July 2016 was 70% vs 100% in March 2017 (*dipped to 70% at xmas/new year*)
 - now standard process. Previously review may have taken 2-3 weeks.
- **How did you achieve this improvement?**
 - PN checks daily if results done & follows up with pts if not done. Sends inbox task when lab/diagnostic request given.
 - Dr using quick keys to communicate actions.

Learnings & Change Package

- **Best Change Idea**

- Committing to a routine of daily checking of PMS inbox

- **Helpful to know**

- Formalise a set time each day to review in-box results which everyone in the practice respects & no interruptions (unless urgent)

Other Thoughts

Is there anything else that the team would like to share?

- This project is a good way to support improvement of clinical processes & brings the team together in a positive way.
- Patients are more proactive about asking for & understanding their test results.

Other Thoughts

Suggestions for future projects:

1. Complete trigger tool early in project to engage Drs sooner.
2. Begin the project with a team climate survey & repeat at the end to compare views & improvements
3. Review how data is saved/sent to DHB. Our data wouldn't convert into graphs so relied on PHO to do this for us. Would be good to have this issue resolved for future bundles/other practices.

Highlights

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

- Good feeling to complete the project
- Team relationships improved
- Confident about test results being managed/actioned on time
- Learning from other practices experiences at the learning sessions.