

# Learning Session 3

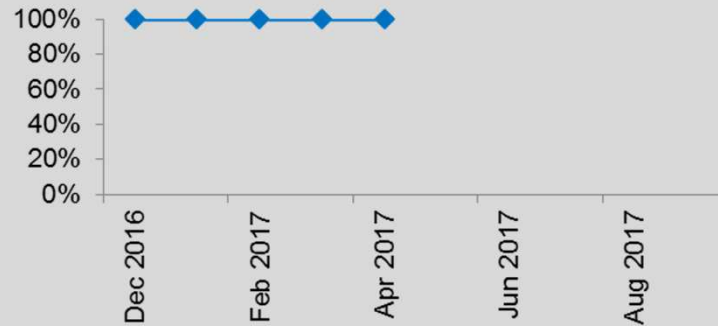
## Maxcare Medical Centre Limited Results Handling

**Team members:** Dr P T Rairi, Mele  
Taufa, Mele N, Veenita Rairi

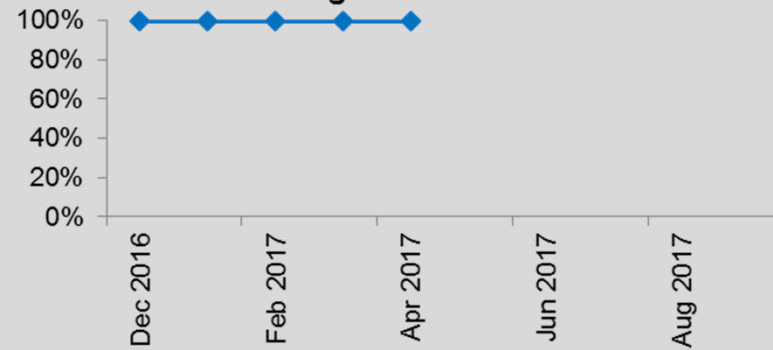
**PHO and Facilitator:** Marleen T and  
Jennell B

# Measures Summary

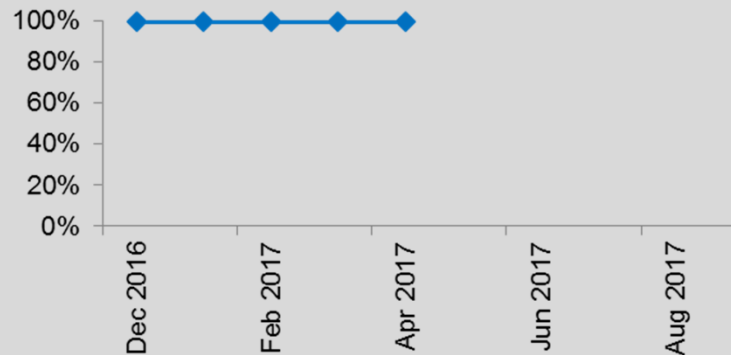
**Was a definitive decision recorded by a clinician on EACH test result within 7 calendar days of being received?**



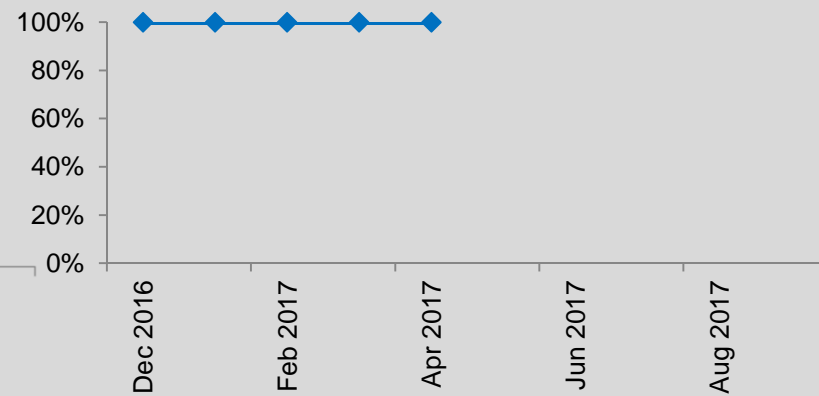
**Have the decisions for EACH test result been 'actioned' by the practice including appropriate recalls and tracking of the actions?**



**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? (SiP at the practice has been done for less than 1 year)**

- ❖ Improvement seen with using short-cut keys when filing the results
- ❖ Patients were recalled in timely manner upon receipt of the results by the practice from the lab
- ❖ Appropriate treatment and further referral if needed, was done in timely manner

**What improvement did you make in terms of results/was there a particular measure that improved more than the others?**

- ❖ Used short-cut keys to uniform the results management and filing showed much needed improvement

# Learning & Change Packages

How did you achieve this improvement?

- ❖ Engaged all practice staff to maintain regular recall of patients who needed results review
- ❖ Regular weekly audit in the beginning of the project was undertaken
- ❖ Regular informal meeting to access the progress with the team

# Learnings & Change Package

- Best Change Idea
  - ❖ Using the short-cut keys for filing the results
  - ❖ Recalling patients in timely manner by practice staffs
- Helpful to know
  - ❖ Check the transfer notes from previous care centre – patient often have tests that are not seen or reviewed-may need further test or referral
  - ❖ Review new enrolments at the practice that may need blood test for monitoring purpose

# Other Thoughts

Extra care should be taken when a patient is complaining about pains and problems with frequent visits to GP – sometimes life threatening conditions are the reasons why these patients may have frequent visits-appropriate action should be taken to assess these cases with proper tests and urgent referrals as needed

# Highlights

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

- ❖ Team working better to manage results and patients