

Learning Session 3



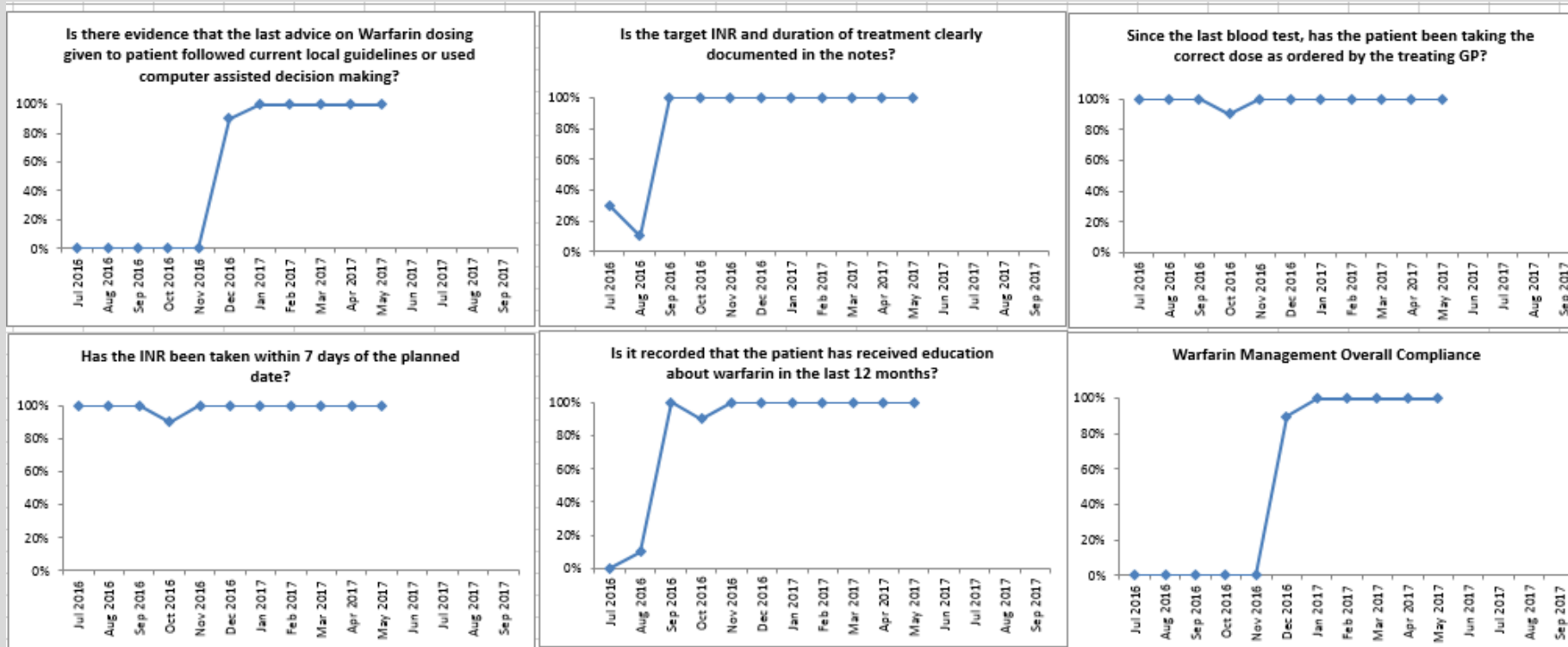
The Medplus Warfarin Experience

PHO + facilitator:
Waitemata PHO – Rosey Buchan

The team:
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Measures Summary

- Our biggest changes were brought about by standardising our documentation, and talking to our patients and involving them more.



Learnings & Change Package

We saw a dramatic improvement during the year.

The biggest improvement was made by standardising the guidelines we were using.

The next best improvement was talking more to the patients – our nurse team talk regularly to our warfarin patients now, to involve them in achieving the best results they can.

We were apathetic because we couldn't use the Bpac module but once we began working on the SIP package we saw that we could still make so many improvements and safety additions to the way we were managing our warfarin patients.

Learnings & Change Package

We had been wanting to move the lead for warfarin management to the nurse team but no one had put up their hand to champion this.

By following the SIP process we were able to move smoothly towards this and now have achieved it

The part we found the most challenging was developing the patient questions – asking those open questions and letting the patient give real answers has been revealing



Other Thoughts

Medplus have enjoyed working through the SIP year

- We have learnt that little changes can make a big difference
- We have seen increased motivation from all team members – seeing those improvements on the monthly graph really helps
- We have had some good practice and team conversations, especially around the trigger tool

Highlights

Sharing the sense of positivity and motivation that we get from the learning sessions with the rest of our practice

Completing the process, and seeing it working smoothly within our practice



Thanks so much SIP team - from all of Medplus