

LEARNING SESSION 3

Onewa Doctors Results Handling Bundle

Team members:

Dr Elvira Nario-Anderson

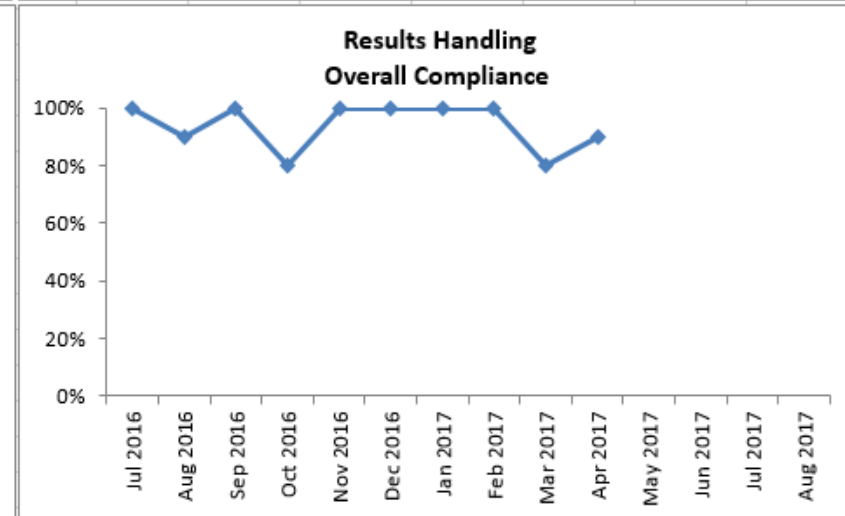
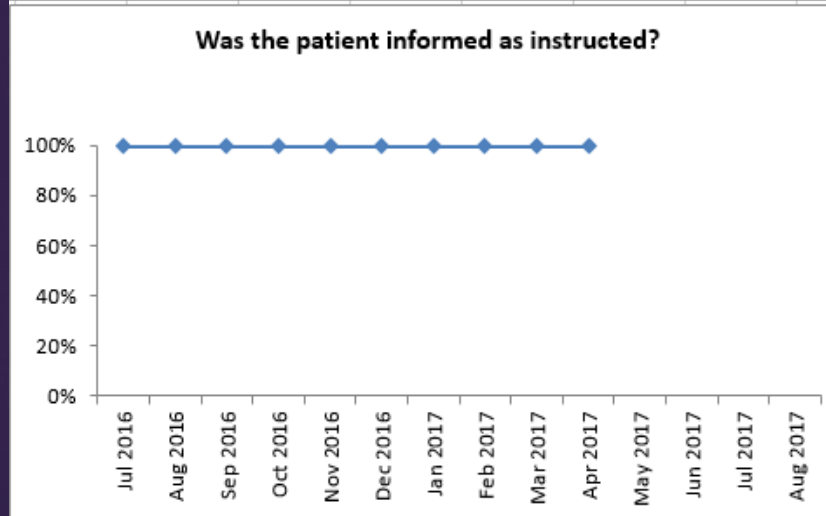
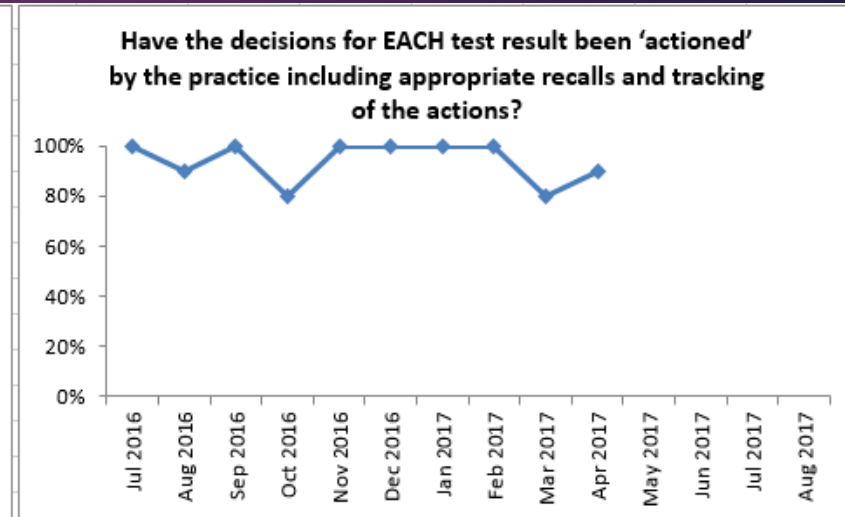
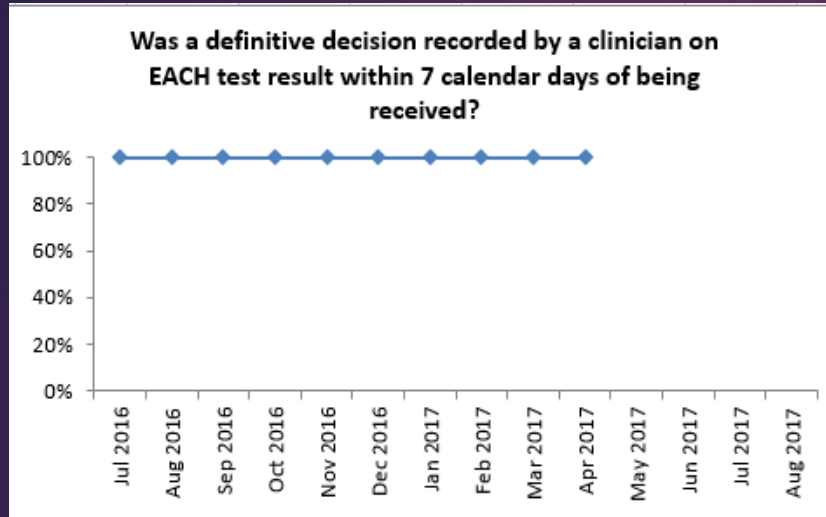
Dr Hayley Roberts

Evangeline Durney, RN

PHO and Facilitator:

Rosey Buchan, Comprehensive Care

MEASURES SUMMARY



LEARNINGS & CHANGE PACKAGE

- ▶ We started with just doing HbA1c as the test to audit for the months of July 2016 till Oct . From Nov till Dec , we decided to add Lipid profiles. Then in Jan 2017 we added Creatinine to our audit.
- ▶ In Feb, we were told to check not only the above tests but all results received that day for the selected patients.
- ▶ Overall the audits show that results are being checked by the doctor within 2- 3 calendar days of being received. The doctor usually checks their inbox about 2-3x daily.
- ▶ 95% of the patients we audited in the last 11 months have had their results actioned accordingly by either the doctor/nurse. The remaining 5%, mostly are missing the recalls for the follow-up blood test. Luckily , these recalls that we have missed are just routine yearly blood test recalls which we can catch when we run our auto recalls 6 monthly.

LEARNINGS & CHANGE PACKAGE

- ▶ Our patients are aware that “No NEWS IS GOOD NEWS”, meaning if they don’t hear from us in the next couple of days means their results are normal or acceptable, otherwise the nurse will ring them to either make an appointment to discuss the results or give them specific instructions as per doctors’ recommendations.
- ▶ During the process of these audits, we as a team (2 doctors and 1 nurse) have come up with short cut keys that we can use in interpreting the results. We have 5 shortcut keys we use for results. Thou we still forget to use them from time to time. But having these keys made it easier for the nurse to interpret results and relay them to patients when they are asking about their results, saves time.

OTHER THOUGHTS

- ▶ It will be a good idea to do the Safety Climate Survey yearly to assess how are we doing as a team in terms of workload, communication, safety systems and learning, teamwork, and leadership.
- ▶ During the past years, we did our patient experience survey by giving out a questionnaire as they come in for their appointments. We survey 100 patients. This year we are looking at using Survey Monkey and sending it via email to our patients.