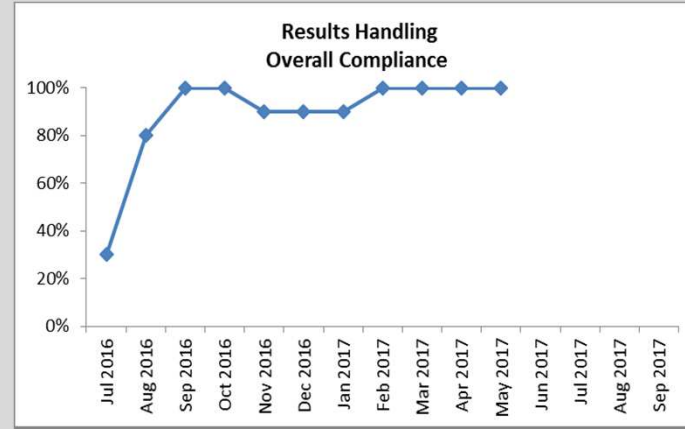
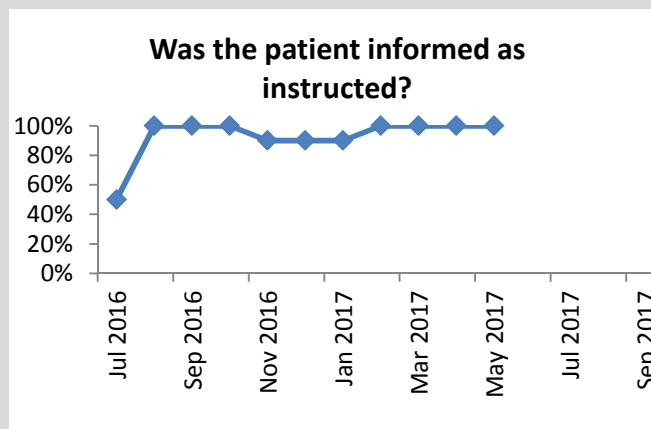
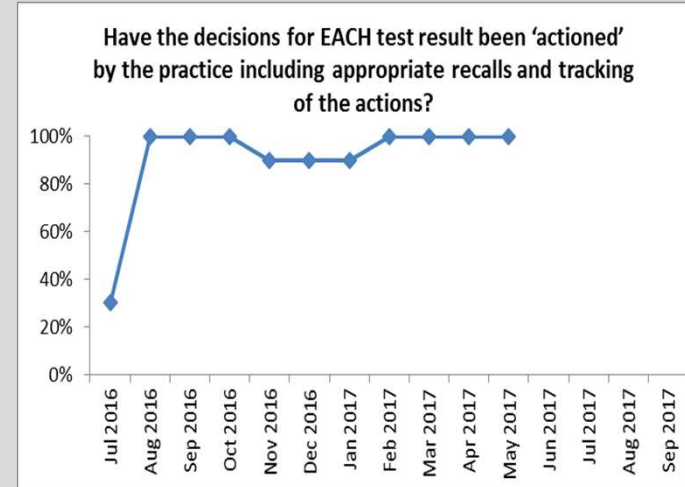
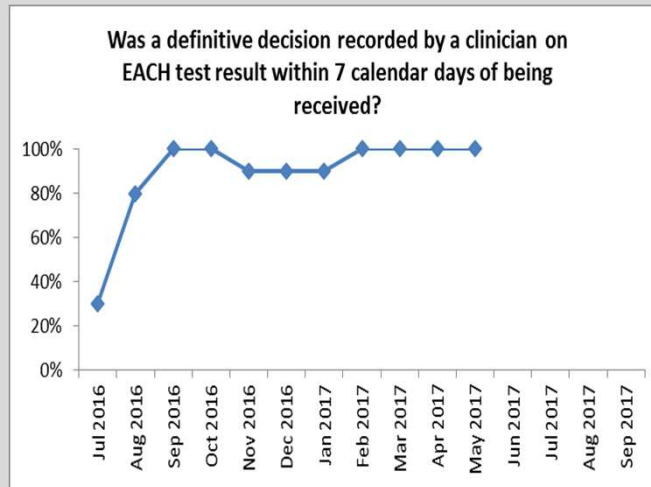


# Learning Session 3



Dr David Jansen Dr Karim Dr Harwood Dr Davis  
RN's Pauline Fitzgerald, Nicole Waters, Robin Waka  
Clinic Team Lead Barbara Betham  
**PHO – National Hauora Coalition**  
Marleen Tuigamala Jennell Bonner

# Measures Summary



# Learnings & Change Package

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

Identified clear need for streamlined process as initial audit was 20%

By the end of the year we had seen dramatic improvements in overall compliance within the last 6 months compliance at 100%

## Best change idea

Added Quick key shortcuts to PMS

Implemented preloaded dropdown result comments

# Learnings & Change Package

## Best Change Idea

All staff fully understand an agreed set of practice wide terms, words and abbreviations related to the results handling process

## Helpful to know :

Manage locum inbox

## Potential Pitfalls

Address and phone check - each encounter

## Other Thoughts

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

*The care bundles are thought provoking and change stimulating as well as informative and hard hitting.*

**Have you anything to share from the trigger tool, safety climate survey or patient experience?**

*Climate survey lead to valuable, team discussions on patient safety systems, internal and external communication problems, and practice leadership issues.*

# Highlights

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

*The programme was well organised providing an explicit focus for patient safety issues to be examined while also encouraging broader team working. The learning-oriented sessions added value because they provided opportunity for us to reflect on current practices, network with peer practices, discuss concerns, feedback on our progress, keep us focused on the programme goals, and provide opportunities to share learning and improvement successes.*

*Kia Pokapuu te Panekiretanga hei pou mo te whaanau.*

**(to be a centre of excellence for whaanau)**