

Learning Session 3



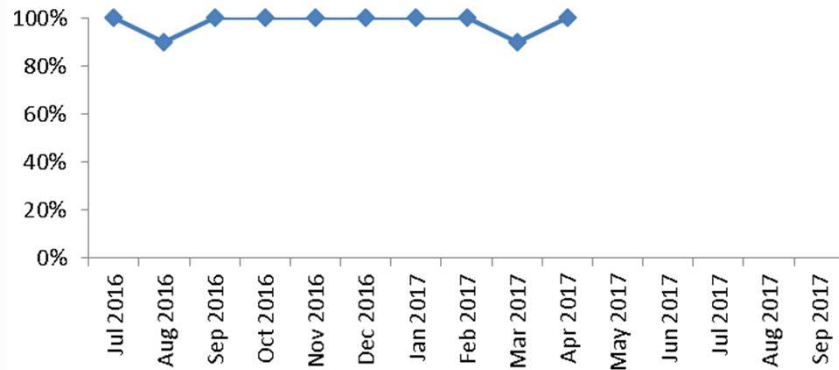
QuayMed Accident & Medical Results Handling

Team members: Dr Karen Napier, Sue Walker (PN), Paula Asiata (Practice Administrator)

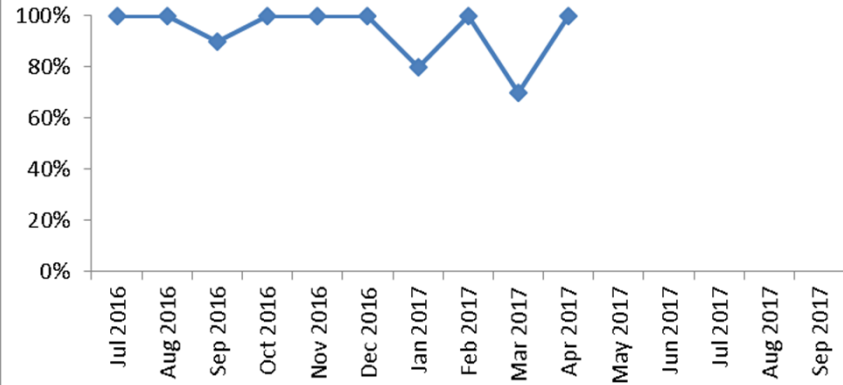
PHO and Facilitator: NHC- PHO – Marleen Tuigamala

Measures Summary

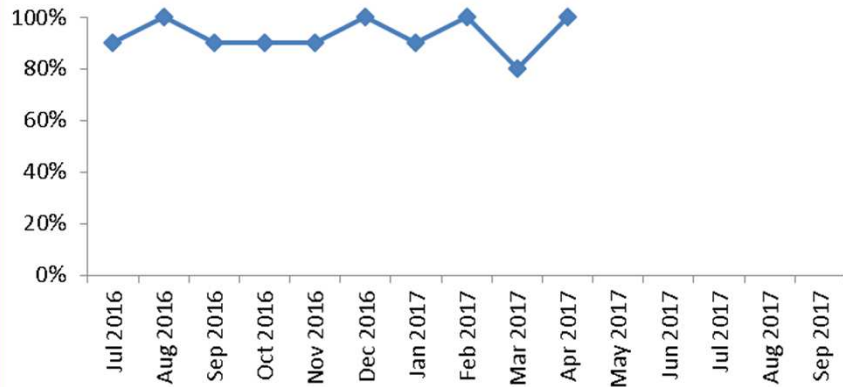
Was a definitive decision recorded by a clinician on EACH test result within 7 calendar days of being received?



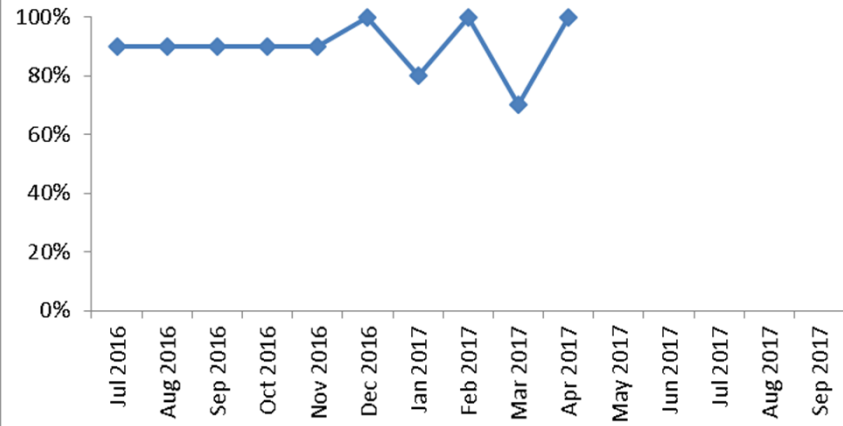
Have the decisions for EACH test result been 'actioned' by the practice including appropriate recalls and tracking of the actions?



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?
- Overall the results from the beginning of the study to the current date has been quite steady and consistent, this has been a reflection on the systems and procedures implemented within the clinic.

- How did you achieve this improvement?

The ideas tested:

- **1. Minimize handoffs**
- **2. Smooth Workflow**
- **3. Focus on the outcome to the patient**

All change ideas were tested and successful with staff and patients.

Learnings & Change Package

- **Best Change Idea**

Minimize handoffs – 4 ‘quick keys’ developed & used by clinicians when interpreting results, a 5th ‘quick key’ was added for immune results.

This in turn has reduced staff handling & time in conveying results to the patient, especially if results are normal

Positive feedback from both staff and patients due to the changes initiated.

- **Helpful to know**

Since the commencement of SiP we have introduced ‘Doctor Partnering’ into our results handling protocols whereby the doctors have paired up to ensure that lab results are always seen and actioned due to doctors being away on leave, for patient continuity of care.

Our patients are also now able to view their lab results through ConnectMed (patient portal) once reviewed and filed by a clinician.

Other Thoughts

The trigger tool was again a lengthy process and not very helpful especially when carried out by Dr Napier. However, when completed as a group exercise amongst staff during a clinic CME evening session the process was easier to get through in a shorter time frame.

The results for the Safety Climate survey were similar to the previous survey results. This generated good discussion amongst staff and ideas were discussed in creating a climate where staff feel comfortable to express their concerns.

Highlights

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

The study has allowed us to introduce new systems and procedures that have enabled not only our staff to review and file results more efficiently but also our patients receive these results in a timely manner.