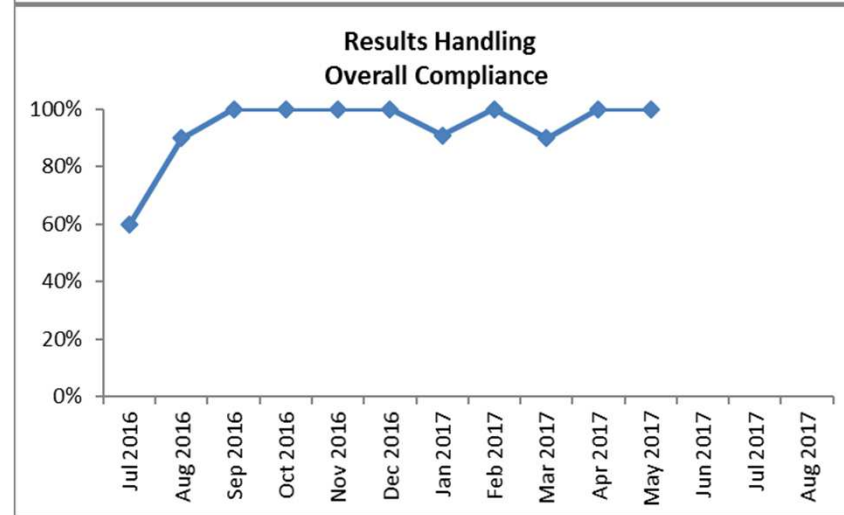
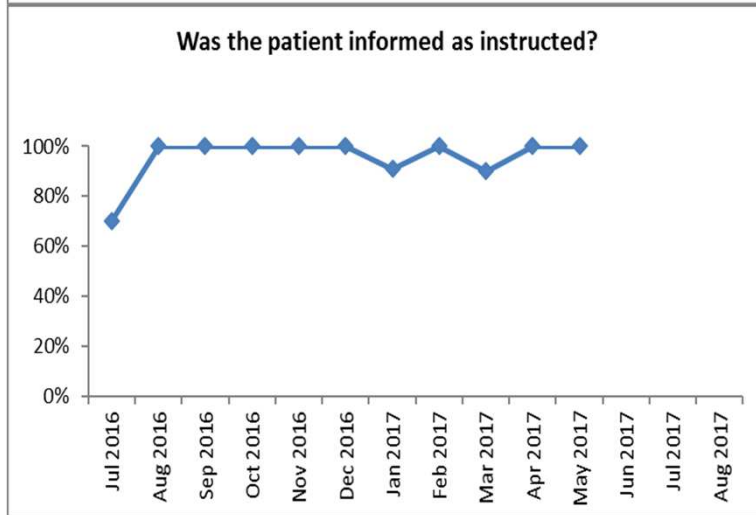
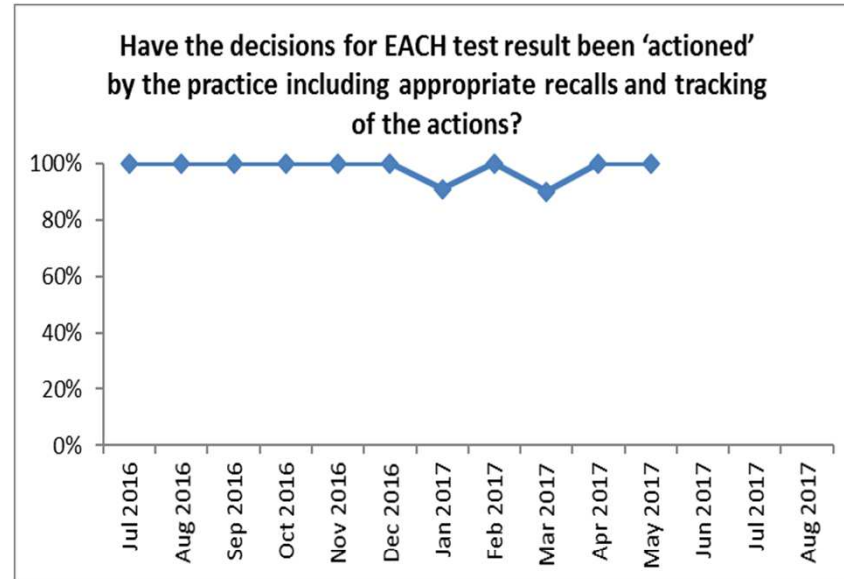
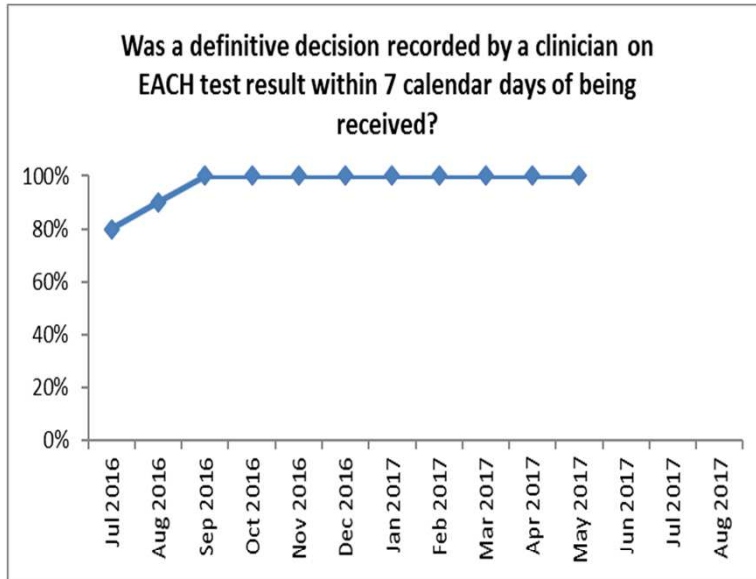


# Learning Session 3

## TLCare Medical Results Handling

Team members: Dr Tony Lowe, Dr Wee Teo,  
Nurses: Christine, Lynette, Manon  
Receptionists: Clare, Helen, Jenny  
PHO and Facilitator: Nicki Bretnall

# Measures Summary



# Learnings & Change Package

- Our results were pretty consistent over the year with a few dips,
- Getting one of the GP 's on board to use shortcuts was a challenge.
- What we had previously been doing with results, was messy and no guarantee of follow up, also not the best way to ensure privacy, and no obvious method of seeing who was handling what results.
- We are not on the portal so patients are not able to access results online.
- The initial change was getting everyone to use 6 shortcuts. If variation needed add to end of shortcut.
- The most important improvement was setting up a “Task Nurse” specifically to deal with results. All Nurses can pop in and out of this through the day and f/u on any requests. Takes the onus off one person being responsible. Team involvement, all responsible when on duty.
-

# Learnings & Change Package

- Best Change Idea
  - Nurses love having comments beside filed results, especially when something just outside normal range and GP has commented “Acceptable no action required”
  - “Task Nurse” handles only results and reports and separates out all other tasks and recalls.
  -
- Helpful to know
  - Get the team on board.
  - One staff does not cooperate in meetings but responds to one on one interaction, important to acknowledge all staff learning styles.
  - Pitfalls: more time consuming for GP’s to file reports and finding a short cut style that is uniform for all Gp’s.

# Other Thoughts

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

We are not on the portal as yet but can see how reporting of labs will be consistent for Patients when they do have access.

Confidence that system is working and tasks are set for f/u as required

# Highlights

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

Being able to discuss changes and the “journey” with other practices experiencing same issues.

Building a team culture