

A Success Story...

MANAGING CORONARY HEART DISEASE: Developing a Partnership Approach

CHD: Creating and updating registers

Medical Clinic Millicent - SA

Medical Clinic Millicent created a Coronary Heart Disease (CHD) register and blood pressure reminder email to improve their recording of this measure.

The practice reviewed their blood pressure data and compared the current results with the baseline data, educated GPs at a small learning group meeting about CHD and asked them to use the Blood Pressure module in Medical Director.



Context

Millicent is located in the South East of South Australia between Mount Gambier and Kingston SE. It is on the Princes Highway, 400 kms from Adelaide, inland from the Southern Ocean and Canunda National Park. Millicent is at the heart of a vast pine forest area and identifies itself as the commercial and tourism centre of the South East of Australia.

The Millicent district is a prosperous rural community. It has a diverse economic base including a wide range of cropping and grazing activities, fishing, horticultural expansion especially vineyards, forestry, timber milling, and paper manufacture.

Millicent Generalist services serve a population of approximately 10,000 with additional services such as anaesthetics and obstetrics serving a wider catchment.

The GPs in the clinic service the Hospital by providing maternity services and anaesthetics for surgical, urological and orthopaedic lists as well as After Hours Emergency Service.



Medical Clinic Millicent

The Medical Clinic Millicent is a purpose built facility incorporating nine consulting rooms, a specialised treatment area including two beds and three bays, a dedicated nurse office and a dedicated chronic disease management consulting room.

Facilities also include a dedicated meeting/training room. The usual medical staff includes seven full time GPs (two part-time) and one Registrar who are supported by a staff of ten reception employees, including a Practice Manager and four Practice Nurses.

“The CHD registers showed an increase in the number of patient records showing an accurate Blood Pressure reading.”

The Situation

The Practice Manager felt that the data wasn't accurate, as he had been told by the Practice Nurses that the GPs are still free texting the Blood Pressure in Medical Director.

This was noticed by the nurses when they had been into the patients notes to enter comments.

When reviewing baseline data the practice had 288 patients on their CHD register and only had 33% of patients with CHD whose last recorded BP within the last 12 months was less than 140/90 mm Hg.

The practice needed to establish a system for the continual updating and validating of the register to make the percentage more accurate. This was an element of being involved with the NPCC to accurately record the Program measures and contribute to the Program goals.



Reception area at the practice

"The Practice Manager and Practice Nurse created a document to explain the step by step process."

The Change

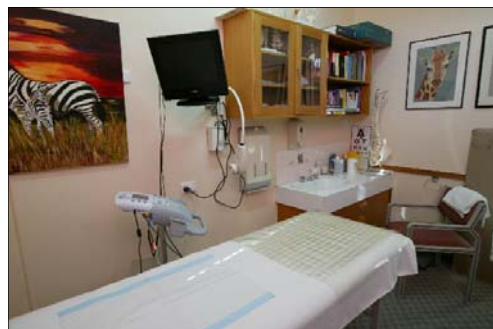
The plan was for the Practice Manager to re-run the CHD register, compare the current results with the baseline data and then take the results to the next 'Small Learning Group' meeting.

Leading up to the Small Learning Group meeting date, the Practice Manager regularly advertised, via emails, the date and time of the next meeting. Internal messaging and the notice board were also used to communicate where the meeting calendar was kept, so all GPs and Practice Nurse could attend the meeting.

The Practice Manager and Practice Nurse created a document from Medical Director to explain the field and the step by step process of entering a Blood Pressure in Medical Director.

The Practice Manager, Practice Nurse and Lead GP carried out a PDSA for this in the second week of November 2006 at the practice study centre. The data was collected and CHD registers compared.

This process took some time. The document that was developed was called the 'Monthly BP Reminder'. The practice implemented this reminder to GPs and Nursing staff by sending a monthly email until the data improved.



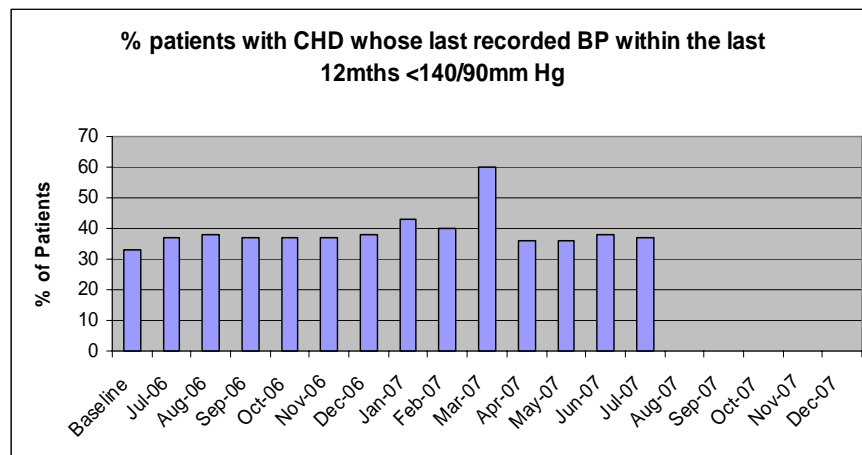
Treatment room

The Outcome

This was a small success for the Medical Clinic Millicent as the CHD registers showed an increase in the number of patient records showing an accurate Blood Pressure reading. The practice also found that educating and encouraging GP and staff training at the Small Learning Group meetings does work and can be a valuable vehicle for delivery of the NPCC goals.

The practice decided that the monthly email will continue and will be a very useful tool for any new staff starting.

The graph below shows the increases made by the practice from baseline in the percentage of patients recorded with a recommended blood pressure.

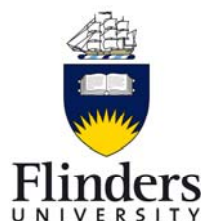


Support Material

- Blood Pressure Monthly reminder and 'How to Guide' (attached)

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REMINDER OF THE MONTH



LIMESTONE COAST
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