

# Monthly Bloods/ Patient Reviews: A focused team based approach

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## Introduction

The multi-disciplinary team (MDT) at a satellite dialysis unit within a metropolitan renal service in Queensland commenced monthly reviews of all patients in March 2015. The reviews were introduced to maximise the finite resources of the MDT and better utilise nephrologist time. The MDT consists of a Renal Nurse Practitioner, Pharmacist, Dietitian and Nurse Unit Manager.

Patient's haemodialysis information, monthly biochemical and haematological results, medications, nutritional status and psychosocial concerns are reviewed. The MDT review is documented in the patient clinical record and feedback provided to the patient within 48 hours.

## Objectives

To create documented framework for the MDT to follow (see figure 2) and regular review of the initiative identifies both ways to improve efficiency and target areas for the unit to focus on. In the last 12 months the MDT have reduced review time of patients from an average of 8 min per patient to 4 min per patient.

Examples of other improvements include:

- Protected time and an allocated room for the MDT reviews. Previously reviews were more ad hoc in nature and were performed at the nurses station resulting in numerous interruptions.
- Preparation: Charts are arranged in shift order and ready prior to meeting
- Information Technology (IT) processes: ensuring that computers are available and working for all members of the MDT. The MDT use a variety of computer programs including integrated electronic medical records (IEMR), Auslab clinical and Scientific Information system, The Viewer, and Enterprise Liaison Medication Service (eLMS)
- Real time documentation: Points of discussion and outcomes of the MDT review are entered directly into the patients' electronic medical record. This information is immediately available to all health practitioners involved in their care.

## Outcomes

A fully collaborative approach resulted in:

- Maintenance of biochemical and haematological key performance indicators (KPIs) comparable to the previous medical review model (see Figure 1)
- Increased patient involvement and positive patient feedback. The positive feedback from the patients is evidenced by an improvement from 7.7/10 to 8.6/10 survey.
- Timely referrals and follow up
- Transparent review process with real time clinical documentation
- Optimisation of limited allied health resources
- Ongoing professional development for the MDT

The MDT reviews are fully supported by nephrologists. MDT reviews have resulted in a change of consultant allocation time from 12 hours to 4 hours, this saving has resulted in an increased allocation of consultant time to clinics.

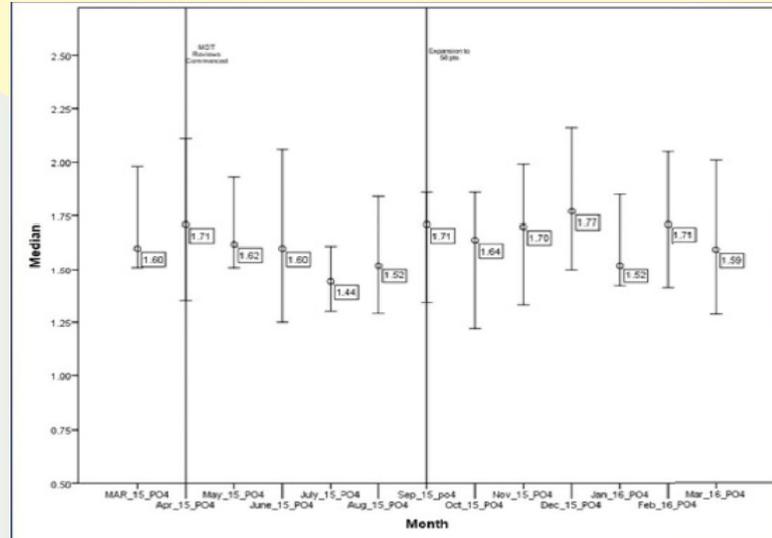


Figure 1: Median Phosphate levels since inception of MDT reviews. Phosphate levels have remained relatively constant and are reflective of the trends seen in other biochemical and haematological markers over the 12 month period since beginning reviews. The MDT have chosen phosphate as a marker for the team, as it a biochemical parameter that all members of the team participate in managing.

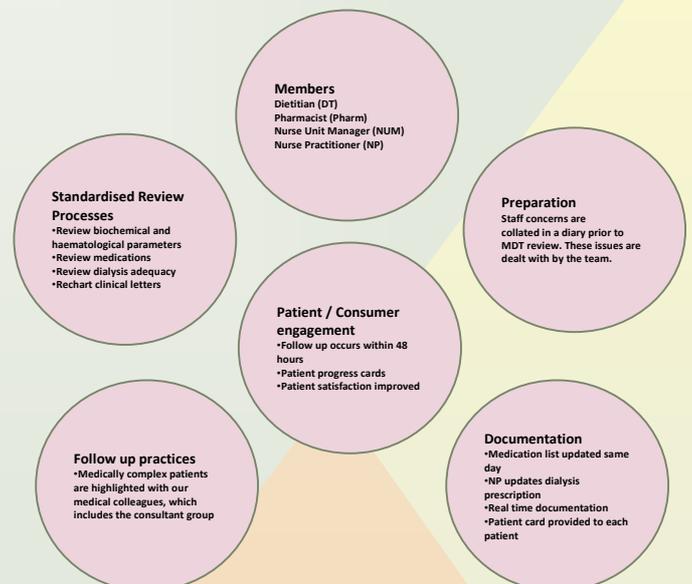


Figure 2: The MDT process

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