

# The write way is right



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# Aim Statement:

Within six months, 100% of cardiology medical staff at Port Macquarie Base Hospital Coronary Care Unit will accurately reflect the patient journey through documentation as per the agreed criteria in line with state and national guidelines.



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# Evidence of a problem:

- Team brainstorming
- Questionnaire
- Audit

Month	Provisional Diagnosis	Issues List	Plan
February 2014	53%	27%	87%



# Influencing Factors:

- **Education** > expectations and requirements
- **Time** > lack of
- **System** > accepted practice
- **Culture** > historical practice
- **Attitudes** > of medical staff
- **Knowledge** > of documentation policy / of patient's illness
- **Communication** > breakdown



# Retrospective Review

- Medical record (by clinician)
- DRG review
- Coding

# Prospective Review

‘Doctors think it, know it, talk it but don't write it’



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# Post Implementation

Month	Provisional Diagnosis	Issues List	Plan
February 2014	53%	27%	87%
May 2014	56%	81%	100%
August 2014	89%	100%	100%
December 2014	76%	100%	100%



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## **Engagement strategy:**

- Establish and build relationships
- Identify champions
- Speak the language

## **Education:**

- Patient centric
- National Standards
- Best Practice

## **Knowledge management:**

- Communication
- Data
- Resources



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- ✓ **Foundation**
- ✓ **Foster**
- ✓ **Focus**
- ✓ **Facts**
- ✓ **Future**
- ✓ **Fallout**



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## **Aim:**

- Quality safe care delivered in a timely cost efficient manner

## **Goal:**

- Accurate reflection of the patient journey

## **Barriers:**

- Education, time, system, culture, attitude, knowledge and communication

## **Incentives:**

- Collaboration and recognition  
(chocolate)



# “We don’t document”



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# Outcome:

“This will make us think about our patient’s diagnosis and how we document that. It will serve to clarify our thinking and improve our medicine.”



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# Questions



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