



Pathology and Recall/reminder self audit tool

Produced by North East Valley Division of General Practice. Tel: (03) 9496 4333 Fax: (03) 9496 4349

| Principal question: | Yes | No | Sort of |
|---|--------------------------|--------------------------|--------------------------|
| Are you confident that you that you have all the processes and procedures in place with your pathology/recall systems to protect you from patient litigation? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Other important questions: | | | | | | | |
|---|--------------------------|--------------------------|--------------------------|--|--------------------------|--------------------------|--------------------------|
| Investigations | Yes | No | Sort of | Recall/reminder | Yes | No | Sort of |
| All patients are recalled for abnormal results (Urgent Return) within 1 week | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | All GPs in the practice know how to initiate a recall (and do so) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| All patients marked as "Discuss" are recalled within 1 month | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Recalls are added for abnormal results (e.g. Repeat PAP Smear in 3 months) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 attempts are made to contact patients with abnormal results | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Recalls are proactively undertaken and followed through | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Attempts made to contact patients are recorded in the patient's record | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Staff create recall lists on a regular basis and patients are contacted | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Patient record is "marked as notified" by all GPs once results are discussed | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | If a patient does not respond to the first reminder a follow-up letter or phone call is initiated and added to notes | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I am able to identify patients who have not presented for ordered investigations? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Is a 3 rd reminder sent by registered mail? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The pathology management procedures are followed up by all GPs of the practice | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | All attempted contacts are clearly recorded in the patient's record | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| There is a procedure in place to ensure the patient has attended a specialist appointment after abnormal results | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | The recall management procedures are followed by all GPs in the practice | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| All abnormal PAP smears are discussed and any referrals and follow-up tests monitored and recorded | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Reminder systems are in place for adult and child immunisations | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| All practice staff are aware of the pathology management procedures | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | All staff are aware of the recall/reminder procedures | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The investigations policies and procedures are clearly documented in the "Policy and Procedures" manual | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | The recall/reminder policies and procedures are clearly documented in the "Policy and Procedures" manual | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| A procedure is in place for results to be checked by another doctor when a doctor is sick or absent at short notice | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Accurate records are kept to avoid sending recalls to deceased or inactive patients | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| General questions | Yes | No | Sort of |
|---|--------------------------|--------------------------|--------------------------|
| I feel very confident that our pathology management and recall/reminder systems are working well. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I feel overwhelmed by the complexity of setting up pathology management and recall/reminder systems. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I am confident that our pathology management and recall/reminder systems would successfully pass accreditation/reaccreditation scrutiny. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| My practice has a successful "team" approach by all members of the practice in its pathology management and recall/reminder systems and this is documented. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I would appreciate assistance by my division in helping to set up pathology management and recall/reminder systems. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |



Pathology and Recall/reminder self audit tool

What is it?

The self-audit tool is a page of statements to which you respond by ticking the appropriate response which will then provide a snapshot of “where a practice is at” with regard to their recall and pathology management systems.

How to use the self-audit tool

Ideally the doctors and key practice staff of a practice would go through the audit tool at a staff meeting and then agree on the procedures necessary for implementation of improvements to the recall and pathology management systems. A division staff member could facilitate such a meeting. All suggestions and decisions made **MUST** be documented at the meeting and afterwards printed for the others to review. Further meetings and/or training may be required to assist the implementation process.

Requirements

A more efficient pathology management and recall system depends on:

- **consistency** by all GPs in how pathology and recall is handled
- **teamwork** between GPs and staff
- **a willingness to learn new ways** in doing things (especially if using electronic methods)
- **an agreement on definitions**, e.g. all GPs have a common definition of *Urgent*, *No Action* and *Discuss* when marking off results

Outcomes of using the self-audit tool

Using the audit tool should lead to:

1. **Creating a Policy:** What the practice wants to achieve and why it wants to achieve it.
2. **Developing a Procedure:** How it is going to do be done.

And thus provide:

- the best clinical outcomes for patients
- protection against litigation
- compliance with Government initiatives
- compliance with Accreditation/Re-accreditation expectations.

Feedback to:

Noel Stewart: (03) 9496 4333 or noel@nevdgp.org.au