

Result Management (recall procedure) Theory of Change

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1 Introduction

A ‘Theory of Change’ is described, where the goal of a timely action and discussion of results follows from the ‘input’ of a clinician marking a result as requiring action.

Parallels are described between the theory of change and the recall flowchart shown in draft version 2 of the recall procedures.

The relationship between some key stages of the theory of change and the **Current** recall procedure are compared and contrasted with proposal to add reminders (**Proposal.A**). Potential minimal changes to resolve the issues addressed by **Proposal.A** are described in **Minimal.Change.B**.

Notes describe how to view lists of results which are marked as ‘non-urgent’ and not yet notified.

2 Theory of Change

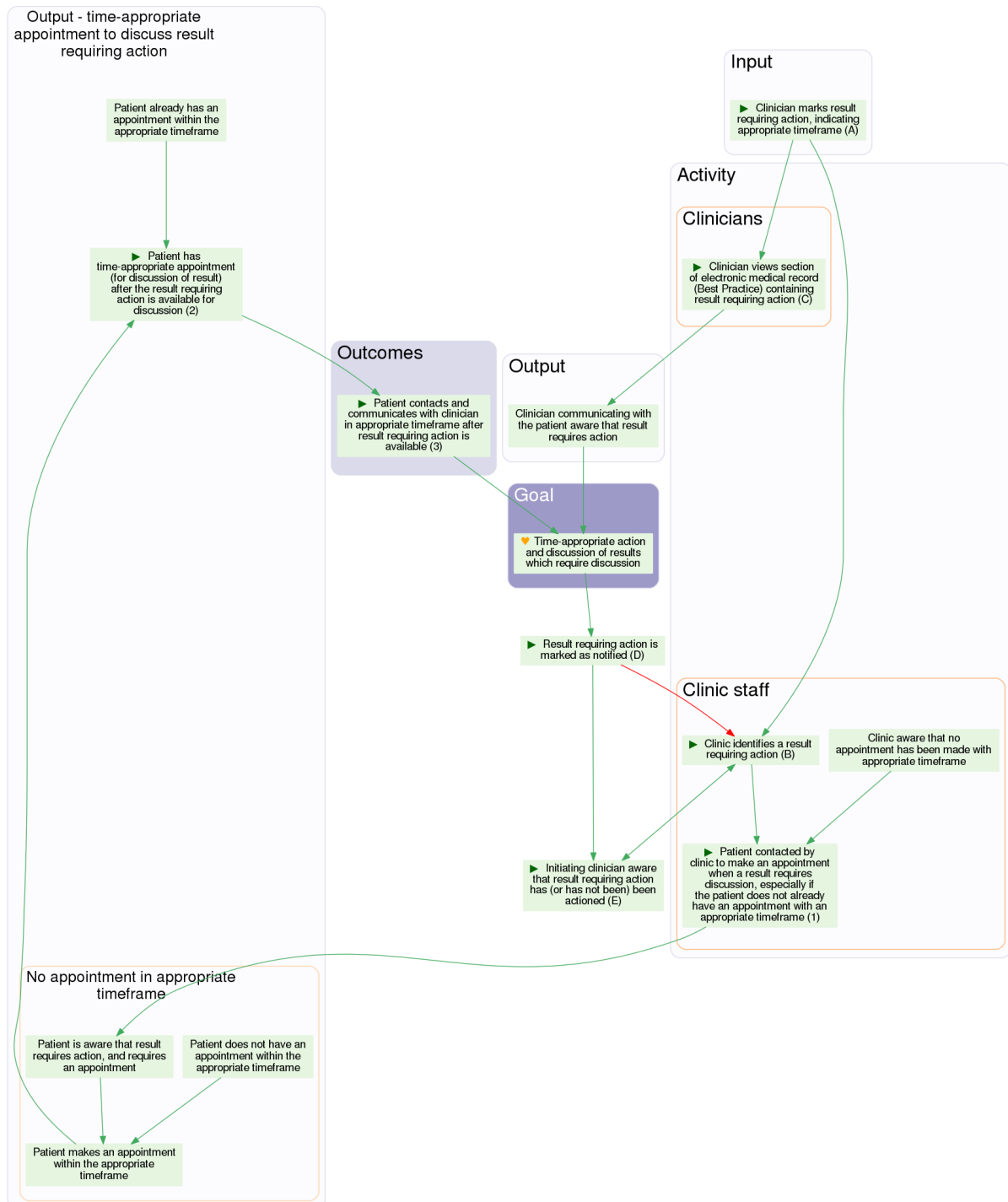


Figure 1: Theory of Change - Result management, *created with [Theorymaker](#)*

3 Relationship between Theory of Change and Recall flowchart

Recall flowchart from version 2 of draft recall procedure.

Only a few relationships are described, with the letters **A**, **B** and **D** and numbers **1**, **2** and **3**.

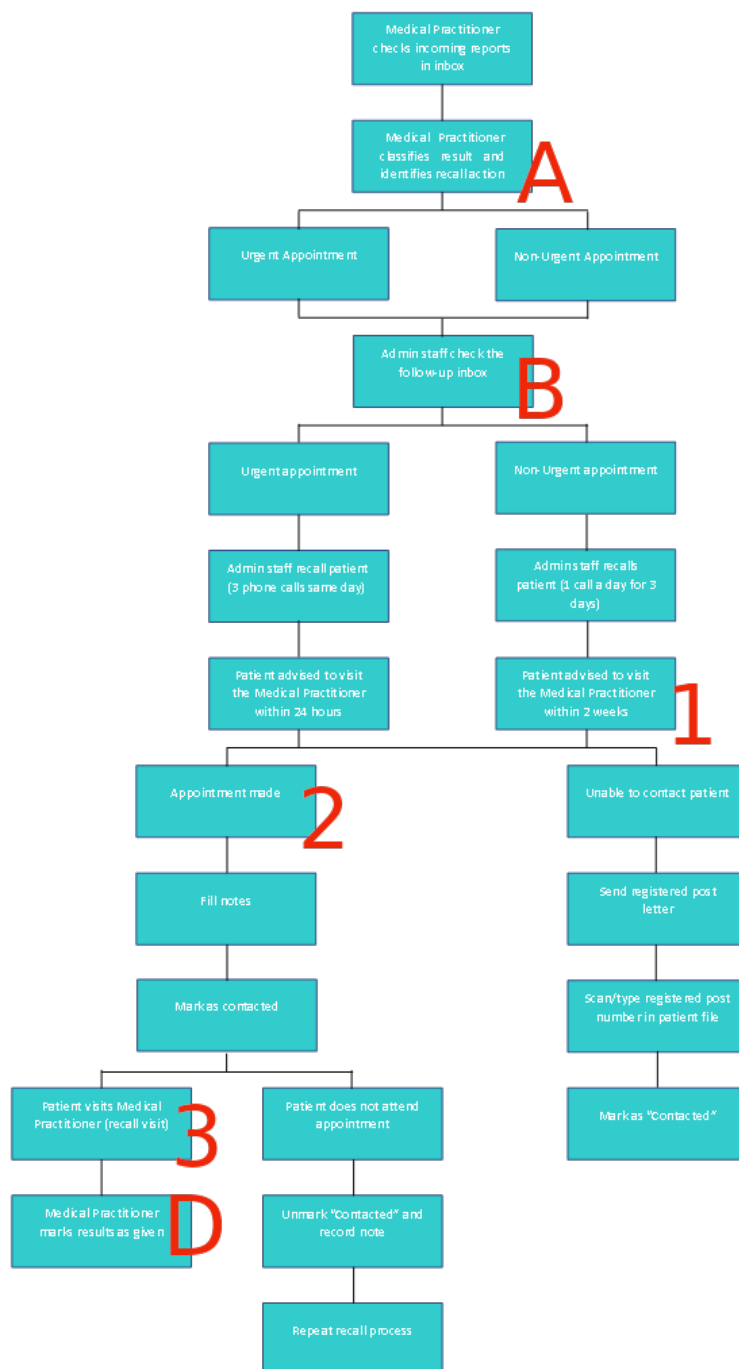


Figure 2: Recall flowchart (follow-up system)

4 Relationship between Theory of Change and current, proposed or potential procedures

- **Current** : Recall system procedure for non-urgent results (2020 draft version 2)
- **Proposal.A** : Recall system using ‘reminders’ for non-urgent results
- **Minimal.Change.B** : Recall system based on **Current**, possible changes to fulfil aims of **Proposal.A**

Procedure	Current	Proposal.A	Minimal.change.B
A Clinician marks result requiring action	Result marked ‘non-urgent’	Result marked ‘non-urgent’, and same result marked for ‘reminder’	Result marked ‘non-urgent’, and optionally same result marked for ‘action’
B Clinic identifies result requiring action	Administration checks ‘follow-up’ inbox, same as for ‘urgent’ results	Administration checks ‘reminders’, same as for cervical screening and follow-up colonoscopies	Same as for ‘Current’
C Clinician views section of <i>Best Practice</i> containing result requiring action	Clinician checks investigation section of <i>Best Practice</i> during/before each appointment	Clinician sees ‘reminder’ notice at head of <i>Best Practice</i> page	Same as for ‘Current’ <i>or</i> Clinician sees ‘action’ notice at head of <i>Best Practice</i> page <i>or</i> Clinician sees ‘red’ warning button in <i>Doctor’s Control Panel</i>
D Result requiring action is marked as notified	Clinician marks result as notified on investigation page	Same as ‘Current’, and clinician removes reminder	Same as ‘Current’
E Initiating clinician aware result notified or not	No procedure defined	Clinician (or admin) searches for overdue reminders	Clinician (or admin) searches for old results not notified

5 Notes

5.1 List of results marked ‘non-urgent’ and not yet notified

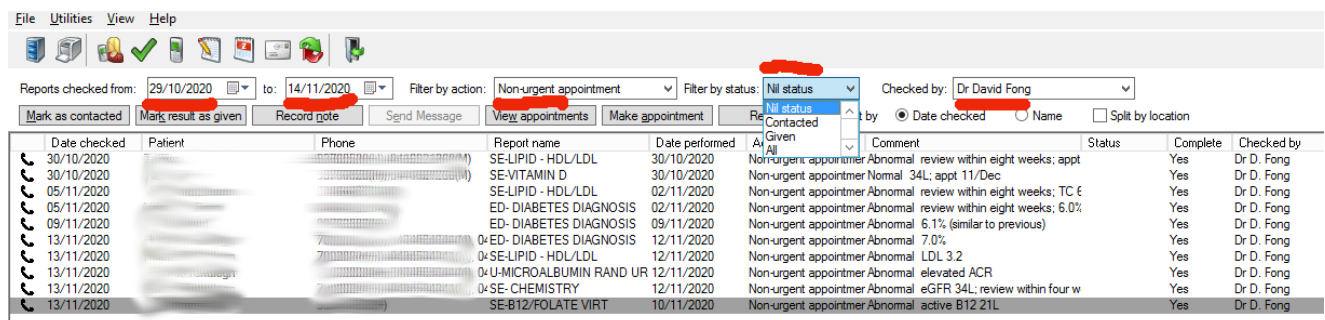
5.1.1 Follow up inbox (Best Practice)

From *Best Practice* main menu, choose **Clinical - Follow up inbox**

- Choose required date range
- Filter by action ‘Non-urgent appointment’
- Filter by status ‘Nil status’ (i.e. not ‘Given’/notified)
 - May *also* need to check ‘Contacted’ (by administration staff, but still not ‘Given’/notified by clinician)
- Choose the clinician who ‘checked’ the result (‘Checked by’)

5.1.2 GPstat! Result Management

GPstat! (written by David Fong) allows viewing of results, filtered by clinician(s) seen, date range checked, action and actioned status. Comments attached to the result, and upcoming appointments for the patient can also be viewed.



Date checked	Patient	Phone	Report name	Date performed	Action	Comment	Status	Complete	Checked by
30/10/2020			SE-LIPID - HDL/LDL	30/10/2020	Non-urgent appointment	Abnormal review within eight weeks: appt	Yes	Yes	Dr D. Fong
30/10/2020			SE-VITAMIN D	30/10/2020	Non-urgent appointment	Normal 34L; appt 11/Dec	Yes	Yes	Dr D. Fong
05/11/2020			SE-LIPID - HDL/LDL	02/11/2020	Non-urgent appointment	Abnormal review within eight weeks: TC 6	Yes	Yes	Dr D. Fong
09/11/2020			ED- DIABETES DIAGNOSIS	09/11/2020	Non-urgent appointment	Abnormal review within eight weeks: 6.0%	Yes	Yes	Dr D. Fong
13/11/2020			ED- DIABETES DIAGNOSIS	12/11/2020	Non-urgent appointment	Abnormal 7.0%	Yes	Yes	Dr D. Fong
13/11/2020			SE-LIPID - HDL/LDL	12/11/2020	Non-urgent appointment	Abnormal LDL 3.2	Yes	Yes	Dr D. Fong
13/11/2020			U-MICROALBUMIN RAND UR	12/11/2020	Non-urgent appointment	Abnormal elevated ACR	Yes	Yes	Dr D. Fong
13/11/2020			SE-CHEMISTRY	12/11/2020	Non-urgent appointment	Abnormal eGFR 34L; review within four w	Yes	Yes	Dr D. Fong
13/11/2020			SE-B12/FOLATE VIRT	10/11/2020	Non-urgent appointment	Abnormal active B12 21L	Yes	Yes	Dr D. Fong

Figure 3: Follow up inbox

Daily Measure

GP stat!

Appointments

Immunization

Cancer Screening

Billings

CDM Items

Custom

Medication

PIP Quality Improvement

QIM Appointment

Conditions

Administration

Configuration

About

Result Management

Document Search

myHealth (PCEHR)

Print and Copy View OFF

Ignore Past Appointments

Result settings

Patient	RecordNo	Report	Checked	Checked By	Notation	Action	Action
1	Felix Adams	245	ED-GLYCOSYLATED HB A1C-ED, GLYCOSYLATED HB A1C	2019-08-04	Dr Frederick Findacure	Abnormal	Non-urgent appointment

No action

Reception to advise

Nurse to advise

Doctor to advise

Send routine reminder

Non-urgent appointment

Urgent appointment

Any status

Not actioned

Actioned

Actioned before...

Actioned before:

Mon 30/Nov/2020

Close to confirm

2021-01-05

2021-01-08

2021-01-11

2021-01-12

2021-01-15

2021-01-18

2021-01-19

2021-01-22

2021-01-25

2021-01-26

2021-01-29

2021-02-01

2021-02-02

2021-02-05

Date : 2021-01-25, 08:30

Provider : Mrs. Diabetes Educator

Status : Booked

Showing 1 to 3 of 3 entries

Column visibility

Appointment Details

Practice location

All

Update

After adjusting the chosen clinician list, click the 'Update' button to update the view.

Clinician

Dr Frederick Findacure

Dr I Cure

Miss Jenny Reception

Ms. Nadine Nurse

Ms. Susan Senior Reception

Mr. IT Technician

Mrs. Psychology Specialist

Mrs. Diabetes Educator

Select All/None

Figure 4: GPstat! result management