

INTRODUCING A FLUVAX CLINIC

Adelaide City General Practice, South Australia
GP Partners Adelaide

ACCESS & CARE REDESIGN: CHANGE PRINCIPLE 2.2 *Change your Business*

Summary

The practice nurse at Adelaide City General Practice (GP) took on the responsibility of creating and running a flu vaccination clinic. The aim was to free up doctor appointments and to proactively vaccinate patients early in the season. By utilising a flu vaccination template, generously supplied by Regency Medical Centre, Adelaide City GP were able to change the way they vaccinated their patients against the flu, which led to an increase in their productivity and income, and an expansion of the practice.

Background

Adelaide City General Practice is located in the CBD of Adelaide and is serviced by a part time nutritionist, physiotherapist, podiatrist and psychologist. A dental clinic is situated nearby. Currently there are five GPs, making 2 FTE, one practice nurse, a receptionist and a practice manager. Prior to joining the APCC Program, the practice had 12,183 patients on file, this has been reduced to 5,768 active patients, due to thorough data cleansing. They joined the Program in August 2008 to establish systems for chronic disease management.

With the arrival of the flu season, Adelaide City GP was looking at their options to be proactive and vaccinate their patients before many contracted the flu. The practice attended a meeting held by their Division, GP Partners Adelaide, where the practice manager of Regency Park Medical Centre presented the process of his practice's flu vaccination clinic. They recognised the value of having a flu vaccination clinic and decided to introduce their own.

Process

Adelaide City GP had recently employed Danielle as their practice nurse, through the GP Plus program*. As the first flu season in which the practice had employed a practice nurse, part of her role required Danielle to establish the fluvax clinic. Through the Division, the practice was able to obtain sample letters, brochures, and notices about the flu clinic, and Regency Medical Clinic generously supplied Adelaide City with example documents they had used when setting up their clinic.

Before any communication about the clinic could begin, the practice nurse and GPs decided on a system that would ensure the clinic was efficient. In previous years flu shots were opportunistic and given out during normal scheduled appointments. The aim of the flu clinic was to prevent the increase in cold/flu appointments that occurred during winter by proactively vaccinating those most at risk, and to also reduce the amount of full appointment slots being taken up for vaccinations.

“As a new practice nurse, starting in a new change of career, the APCC Program was truly a great way to learn and network... My mind now boggles with the many things we could do to improve our patient care”

- Danielle, Practice Nurse



To be eligible for the flu vaccination clinic, the GP's decided patients had to have:

- seen a GP within the practice in the last three months
- been vaccinated before without any issues/reactions
- no known egg allergies
- not had any major reactions to any previous vaccinations of any kind
- a chronic disease, and
- be over 65 years of age.

The next step was to mail out a letter to all patients that were over 65 years of age and all patients on the chronic disease registers. This amounted to 180 letters, informing patients about the new flu clinic. The flu vaccination clinic was scheduled to accommodate 12 appointments per day (10 minutes each, 2 hours total) for 3 days of the week.

The appointment time slots filled quickly and the practice ensured a GP was always on the premises to answer any additional questions or concerns patients might have. Before their appointment, patients were required to fill in a consent form. After they were vaccinated, each patient received a take-home, colour coded fact sheet, which detailed possible side effects and how to recognise them as being a reaction to the vaccination. The practice recorded a total of 165 flu shots for the 2009 season.

Outcomes

Introducing the flu vaccination clinic had a number of positive outcomes for the practice.

- Doctors' appointments were freed up during winter for more chronic issues as the majority of high risk patients were vaccinated early, via the clinic.
- This also resulted in even greater appointment capacity for the doctors as they had a decrease in flu-related acute appointments.
- Patients were introduced to the new practice nurse
- Patients' feedback was positive as there was little waiting time, no cost and when running

ahead of schedule, the nurse also checked and recorded blood pressures.

- The practice nurse was highly productive and took ownership of the flu vaccination clinic.
- The practice received financial benefits of approximately \$1700 through Medicare coding 10993.
- The initial networking event at GP Partners Adelaide highlighted to practice staff the value of networking and learning from other practice's experiences.
- The practice is now expanding, including the addition of two extra consulting rooms (up from two), an increase in reception hours, and the addition of another practice nurse for two days per week.

Looking forward

The practice intends to run the flu clinic at the beginning of each flu season. They will also be charging a gap fee of \$5, which will increase practice income and can be invested back into the practice to further develop services and improve patient care.

*** GP Plus Program:** The GP Plus Practice Nurse Initiative is an exciting general practice program funded by SA Health and implemented in partnership with the metropolitan Divisions of General Practice. For more information please visit: <http://www.gpplusnurses.com.au/>

Conclusion

By introducing a flu vaccination clinic, Adelaide City General Practice was able to free up doctor appointments during the peak flu season, as well as vaccinate patients early. Adelaide City General Practice now share details of their flu vaccination clinic with other practice's staff, at training sessions held by GP Partners Adelaide.



Practice Name

Adelaide City General Practice

Division Name

GP Partners Adelaide

Topic

Access PDSA

Change Principle

Foundation work - change your business

What are we trying to accomplish

By answering this question you will develop your GOAL for improvement

Freeing up Dr's appointments by having a Nurse led Flu vaccination clinic

How will we know that a change is an improvement?"

By answering this question you will develop MEASURES to track the achievement of your goal

We will have more appointments free for Dr.s

Idea (a)

Describe the idea you are testing: refer to the 3rd Fundamental Question

Develop a list of eligible patients for a flu vaccination clinic

PDSA cycle number (a)

1

Plan (a)

What, who, when, where, predictions and data to be collected

WHAT: Using MD search and print out list of over 65yrs for flu vaccination WHO: Dani, PN WHEN: Beginning of March WHERE: At the practice PREDICTIONS: We will have a list of patients due for Flu vaccination DATA TO BE COLLECTED: Names of patients due for flu vaccination

Do (a)

Was the plan executed? Document any unexpected events or problems

Yes, we have 95 patients eligible for free vaccine.

Study (a)

Record, analyse and reflect on the results

Based on MD search, we have a list of 95 patients who are over 65 years

Act (a)

What will you take forward from this cycle? (what is your next step/PDSA cycle?)

Letters for an invite now to be printed out and sent

Idea (b) Describe the idea you are testing: refer to the 3rd Fundamental Question

Send out Flu vaccine invite letter to list

PDSA cycle number (b) 2

Plan (b) What, who, when, where, predictions and data to be collected

WHAT: Flu vaccine invitation to be sent out, get Dr's to do scripts for private flu vaccines to send out as well, WHO: Dani, WHEN: As soon as possible, first week in April WHERE: At the practice, PREDICTIONS: Letters will be sent out as planned, DATA TO BE COLLECTED: feedback from patients re receipt of flu vaccine invite

Do (b) Was the plan executed? Document any unexpected events or problems

Yes, took a few attempts for Dr to have time for scripts for private patients

Study (b) Record, analyse and reflect on the results

People are calling in for appts

Act (c) What will you take forward from this cycle? (what is your next step/PDSA cycle?)

Will keep lists for next year, will make things easier.