

## Data collection guidance for results handling care bundle

### What is a care bundle?

A care bundle is a structured way of improving processes of care to deliver enhanced patient safety and clinical outcomes. In relation to care bundles, this means ensuring that patients receive optimum care at every contact.

The process for achieving reliability is to test individual measures to ensure they are the correct measures, and then implementing this set of measures (a care bundle). The key measure in a care bundle is the level of compliance with **all** measures for all patients.

#### *What makes up a care bundle?*

- 4-6 measures
- All or nothing compliance
- Mix of easy and hard
- Spread over patient's journey
- Designed for 95% reliability
- Backed by scientific evidence
- Creates teamwork and communication
- Multiple functions of care essential for desired outcome

### How does the care bundle measure reliability?

The care bundle questions (measures) are answered on a YES or NO basis. We are interested in what is called an 'All or Nothing' approach i.e. whether all six questions are answered with a YES. You are aiming for 100% compliance. For example, if you answer YES to **all** questions for **every** patient in the data collection then you will have 100% care bundle compliance (20 out of 20).

If you answer NO to one of the questions for a single patient but answered YES for all other questions for all remaining patients then you will have achieved 95% compliance (19 out of 20).

### How to complete care bundle data collection:

How many patients? Sample of **20 patients per month who have had any of the following blood tests:**

- Full Blood Count (FBC)
- Urea and Electrolytes (U&E)
- Thyroid Function Test (TFT)
- Liver Function Tests (LFTs)

On the day of the data collection each month randomly pick **20 patients** who had one or more of the blood tests taken at least 3 weeks previously.

**Note:** Some practices may need to look at the clinic notes to check which of the above tests were carried out if there is no computer system or routine recording of tests sent to the laboratory by administration staff.

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If you have ICE (Integrated Clinical Environment) or Ordercomms use this system to select 20 patients.

The care bundle data collection spreadsheet (excel) is used to record compliance with the care bundle for the 20 sampled patients and is a way of sampling whether optimum care is being delivered.

The spreadsheet can let you see which parts of the care bundle are not being completed reliably and where you can make small tests of change to improve reliability.

Link to Data Collection Spreadsheet. If you click on the red tab 'Instructions for data entry' you will find a step-by-step guide on how to enter data for results handling. You can print this off and use it as a guide.

## Results Handling Care Bundle

### Sample of 20 patients per month.

For EVERY laboratory blood test set ordered\* for each of the 20 patients sampled, are you able to provide **verifiable evidence** from your computerised information systems or paper based records to enable you to answer the following questions:

\*Focus on FBC, U&Es, TFT and LFTs test sets only. **If a patient requires one or more of these tests, apply these measures to all tests requested together.**

No.	MEASURE	YES	NO
1.	Are ALL the individual blood test(s) <b>requested</b> by the clinician clearly recorded?		
2.	Are ALL the individual blood test(s) <b>taken</b> clearly recorded?		
3.	Have ALL the results of the blood tests ordered been returned to the practice?		
4.	Were ALL the test(s) results forwarded to a practice clinician for review within 2 working days of being received by the practice?		
5.	Was a definitive decision recorded by a practice clinician on ALL test results within 7 calendar days of being received by the practice?		
6.	Have the decisions for ALL test results been 'actioned' by the practice, including the patient being informed if required? (Where no actions are required record as Yes )		

7.	Have all measures been met?		
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### Tracking and Reconciliation of Laboratory Tests

No.	MEASURE	YES	NO
1.	<p>Have you carried out a process in the last 7 days to ensure all the FBC, U&amp;Es, TFT and LFTs blood tests taken for <b>ALL</b> patients have been returned to the practice? (not just the sample of 20 patients).</p> <p>If you have done this then answer YES.</p>		
2.	If YES how many patients' results have not been returned to the practice?		

#### Guidance for each measure:

- Are ALL the individual blood test(s) **requested** by the clinician clearly recorded?

Answer YES if it is clear from the notes which blood test the clinician has **requested** be taken and sent to the lab - If not answer NO.

- Are ALL the individual blood test(s) **taken** clearly recorded?

Answer YES if it is clear from the notes which blood tests have been **taken** and sent to the lab - If not answer NO.

- Have **ALL** the results of the blood tests ordered been returned to the practice?

Answer YES if it is clear from the notes that results of all tests taken were returned to the practice.

- Were ALL the test(s) results forwarded to a practice clinician for review within 2 working days of being received by the practice?

Answer YES if results were forwarded to a practice clinician for review within 2 working days of being received by the practice? If they were not received by the practice or forwarded within 2 days then answer NO.

For example, if a patient had a U&E, FBC and TFT taken and returned, but only the U&E and TFT were forwarded to a practice clinician for review within 2 working days of being received by the practice, then answer NO for question 4.

- Was a definitive decision recorded by a practice clinician on ALL test results within 7 calendar days of being received by the practice?

Answer YES if it is clear from the notes that the results have a definitive decision recorded by a practice clinician within 7 calendar days of being received by the practice. If they were not ALL received or not ALL decisions recorded within 7 days or it is not clear if they were then answer NO.

6. Have the decisions for ALL test results been 'actioned' by the practice, including the patient being informed if required?

Answer YES if it is clear from the notes that all the test results which required an action i.e. "tell patient to make an appointment for a repeat blood test" have been carried out. If they were not ALL actioned or it is not clear if they were actioned then answer NO.

**Where no actions are required record as YES**

7. Have all measures been met?

If ALL six questions are answered YES mark YES to question 7.  
If not then answer NO.

### **Tracking and Reconciliation of Laboratory Tests**

1. Measure: Have you carried out a process in the last 7 days to ensure all the FBC, U&Es, TFT and LFTs blood tests taken for **ALL** patients have been returned to the practice? (not just the sample of 20 patients).

If you have done this then answer YES.

If you have not tracked and reconciled the blood tests ordered with those returned answer NO.

2. Measure: If YES how many patients' results have not been returned to the practice? Note the number of results that were not returned.

This enables practices to see how reliable the laboratory system is in processing and returning blood test results: information they can feedback to and discuss with the laboratory.

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