

Primary Care Process Redesign for Results Management

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A memo and article circulated by WRHA Legal in August 2006 outlined the need for adequate tracking systems for outgoing and incoming results and reports. WRHA Primary Care clinics have been tracking incoming results to varying degrees for many years, but many instances of missing, misfiled or duplicate results have occurred. Results management processes vary widely from clinic to clinic and there is a strong desire to standardize this key clinic process. A full review of the process to ensure appropriate tracking measures are put in place is critical to ongoing risk mitigation, patient care and patient safety, and to streamlining processes so that they are effective and efficient.

The goal of this project is to develop and implement an effective, efficient, safe, and standardized process of results management in WRHA Primary Care Clinics. Clinics included in this project are Access Transcona, Access River East, 601 Aikins, 1001 Corydon, and Health Action Centre.