Quality Improvement Record

Model for Improvement and Plan-Do-Study-Act (PDSA) template.
For more information on the Model for Improvement and PDSA method, visit the Brisbane South PHN Quality Improvement website.

Our General Practice Quality Improvement (GPQI) Team can work with you to provide practical advice and resources to help implement your QI activities.
For support call 3864 7540 or email support@bsphn.org.au.

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Practice name:	Residents Practice		
Date:	10th February	Team members:	•Jack (Practice Nurse) • Margaret (receptionist) • Luke (GP)

Goal: What are you trying to accomplish?

Create a S.M.A.R.T. goal (Specific, Measurable, Achievable, Relevant, Time-bound)

Example: We aim to increase the BMI recording rates from 35% to 40% between 1st July and 31st December.

Increase the number of eligible patients who have completed an over 75 years health assessment in the previous 12 months to target number of 10 in a 3 month period.

Measure: How will you measure and track your improvement?

Outline how you will collect the data, including how often and where from.

The number of patients who have a 75+ health assessment completed (using Item number Summary by Location MBS report).
1 Mar - 0 completed
30 Mar - 5 completed
30 April - 10 completed

Note:125 patients identified eligible for a 75+ health assessment by Primary Sense on the 11 Feb.

Ideas: What changes could you make that will lead to an improvement?

Brainstorm with your team ideas to help reach your goal. Test the ideas using the Plan-Do-Study-Act (PDSA) method.

Four blank PDSA templates are provided on the following pages to record the testing of different ideas.

Ideas		Date completed
Idea 1:	Update the team on the latest 75+ health assessment information	28 Feb
Idea 2:	Prepare the clinic for undertaking 75+ health assessments	5 March
Idea 3:	Strategies to increase participation in 75+ Health Assessments	16 Feb
Idea 4:	Identify eligible cohorts for 75+ health assessments using Primary Sense Report.	Continue

Plan-Do-Study-Act (PDSA) Cycle

Idea: Use the Primary Sense report to identify patients eligible for a 75+ health assessment and confirm eligibility via PRODA. Invite identified patients by SMS.

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PLAN *Plan the test including how to collect data.*

Include what, who, when, where, predicted outcome and data to be collected.

Jack to use the Primary Sense report to identify patients eligible for a 75+ health assessment.
Data to be collected: How many patients eligible for health assessments.

1. Access Primary Sense Health Assessment report using the desktop app
2. Refer to the 75+ health assessment patient list
3. Export the report to Excel or CVS to save or print.
4. Confirm patient eligibility via PRODA.
5. Jack to check MBS billing report on monthly basis throughout the project, to track progress.

DO *Run the test on a small scale.*

Was the plan carried out? What was done? Document any unexpected events or problems. Record any observations and data collected.

16 Feb - Jack ran the health assessment report in Primary Sense. Aladdin also checked on PRODA and patient MyMedicare registration status to confirm eligibilities.
25 Feb - Jack gave the eligible list to Margaret to set up an SMS communication.
3 Mar - The first calls came through for booking in health assessments. There were a few questions that Margaret wasn't sure of so she asked Jack for some support. Jack made up a poster with some dot points about the health assessments for Margaret to reference.
10 Mar - Luke, the GP and Jack, the practice nurse conducted their first health assessment.
30 Mar - Jack ran the billing report. Five 75+ health assessments since starting the project.
30 April - Jack ran the billing report - ten 75+ health assessments completed, which we were happy with the result.

STUDY *Analyse and study the outcome.*

Review and reflect on the results. Compare what happened to your predictions.

The test worked well and achieved a great result. The practice team needed to upskill a little bit using available resources online, to be able to answer questions by some patients that were calling due to the SMS reminder. We achieved our goal of increased 75+ health assessments from our previous 12months, in a 3-monthly period.

ACT *Record the next steps.*

Does your idea work? Does it need any changes? Will you test a new idea?

We are going to schedule a yearly search where we run the health assessment report and contact eligible patients to come in for a health assessment, as the SMS blast had a great outcome of patients responding and choosing to book in for this service.