CONTINUOUS QUALITY IMPROVEMENT
PDSA TEMPLATE

phn BRISBANE NORTH
An Australian Government Initiative

CONTINUOUS QUALITY IMPROVEMENT FOCUS AREA	DATE OF PDSA CYCLE
Increase the number of eligible patients offered a Home Medicine Review (HMR)	

GOAL What is the goal we are trying to achieve?	MEASURES What measures will we use to track the achievements of our goal?	IDEAS FOR CHANGE What are we wanting to change?
Contact _____ eligible patients on the Primary Sense report in _____ months to invite for a Home Medicine Review..	The number of patients on the Primary Sense report is the measure. No. of patients on the Primary Sense report= No. of patients offered a HMR =:	Run the Primary Sense Patients with High Complexity (5 and 4) report. Identify eligible patients using the Primary Sense Patients with High Complexity 5 & 4 report. Invite eligible patients for a HMR

PDSA - (Plan – Do – Study - Act)

IDEAS What idea are we evaluating? What change can we make that will result in improvement?	PLAN How are we going to achieve our goal (who, what, when, where)	DO Was the plan completed? What did you do? Were there unexpected events or outcomes?	STUDY Record, Analyse and Reflect on the results. Did your plan result in an improvement? By how much/little?	ACT What actions will you take, or system changes will be made? (Adopt, Adapt, Abandon)
Run Primary Sense Patients with High Complexity 5 & 4 report	RN to print or save the Primary Sense report. Date completed:	*PHN supported with training in Primary Sense and Excel which was helpful.*	*More patients than expected on the report.*	*Adopt: Generate the report every _____ months to identify new patients eligible.*
Identify eligible patients using the Primary Sense Patients with High Complexity 5 & 4 report.	GP will review report to identify patients eligible for HMR.	Report sorted by GP for review.		*Adopt: Continue to review the report and invite patients into the program until all patients reviewed.*
Invite eligible patients for a HMR.	RN will flag pts with existing apt to discuss at that time. RN will call/send letters/SMS eligible patients to invite.	*Phone calls made to eligible patients. Better response to calls in the late morning.*	.	*Adopt: Continue*