|  |  |
| --- | --- |
| **CONTINUOUS QUALITY IMPROVEMENT FOCUS AREA** | **DATE OF PDSA CYCLE** |
| **Improve patient care by increasing the number of Home Medicines 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? |
| **Increase the number of Home Medicine Reviews (HMRs) by \_\_\_\_\_\_\_\_\_\_\_\_ in the next \_\_\_\_\_\_\_\_\_months.**. | **Use billing software to search and record:****HMRs billed previous \_\_\_\_ months =** **HMRs billed this \_\_\_\_ months=**  | **Run the Primary Sense “Patients with High Complexity 5 & 4” report.****Identify eligible patients using the Primary Sense report.****Invite eligible patients for 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/PM 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 report**. | **GP will review report to identify patients eligible for HMR****PM to record no. of eligible pts**. |  *PM filtered report using excel for the GP to 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 for GP/RN 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*. | *RN to add HMR R/V to care plan templates as a prompt to discuss with pt if they are eligible .* | *Adopt: Continue*  |