

CONTINUOUS QUALITY IMPROVEMENT

PDSA TEMPLATE

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

