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| **CONTINUOUS QUALITY IMPROVEMENT FOCUS AREA** | | | | **DATE OF PDSA CYCLE** | | | |
| **Process review - 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? | |
| **Over the next \_\_\_\_\_\_months process MBS billings for 100% initiated HMR’s within \_\_\_\_\_\_\_\_weeks**. | | **Number of HMR’s initiated =**  **Number of HMR’s billed within \_\_\_\_\_\_\_weeks =** | | | | **Assign responsibility to staff member to track HMR’s**  **Use Tracker to record HMR initiated, date sent to pharmacy, phone call at 1 week confirm pharmacy received, phone call at 5 weeks, date 2nd apt, and date billed**  **Follow up phone call to pharmacy at 1 and 5 weeks to check on progress** | |
| **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) |
| **Assign responsibility to staff member to track HMR’s** | **PM, GP and Nurse discuss the info needed to track HMR’s and delegate role** | | *Role delegated to = \_\_\_\_\_\_\_\_\_\_\_* | | *Nurse had heavy workload in* *treatment room. Pm supported by adopting tracking role* | | *ADAPT: PM took over role. Will need to look at future workload* *more closely next time we delegate* |
| **Use Tracker to record HMR initiated, date sent to pharmacy, phone call at 1 week confirm pharmacy received, phone call at 5 weeks, date 2nd apt, and date billed** | **PM/Nurse to update tracker as events occur.**  **Pm to review tracker once a week to follow up – each Monday morning** | | *Tracker easy to access and complete. Difficult to find* *available spot for 2ndMHR apt. Book 2nd HMR GP apt at time of first* | | *Tracker being updated regularly since added to Nurse’s calendar each Monday* | | *ADOPT: continue to use tracker*. |
| **Call pharmacy at 1 and 5 weeks to check progress** | **PM/Nurse to phone pharmacy 1 weeks after HMR referral sent to check on progress** | | *Some pharmacists had not viewed* *the HMR referral when phoned at 1 week.* | | *Phone call very helpful as a reminder for pharmacist.* | | *ADAPT: phone pharmacy when* *HMR referral initially sent as well as at 1 week.* |