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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.* |