

CONTINUOUS QUALITY IMPROVEMENT

PDSA TEMPLATE

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 2 nd 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 2 nd 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 2 nd MHR apt. Book 2 nd 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.

