CONTINUOUS QUALITY IMPROVEMENT
PDSA TEMPLATE

phn BRISBANE NORTH
An Australian Government Initiative

CONTINUOUS QUALITY IMPROVEMENT FOCUS AREA	DATE OF PDSA CYCLE
Health promotion/ Chronic disease prevention	___ / ___ / 2024 to ___ / ___ / 2024

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 patient awareness and self-referral to the My Health for Life program in the next 3 months through staff training.	Patient and staff feedback	1. Promote the MH4L program with posters and resources throughout the practice. 2. Upskill all staff about eligibility criteria, referral process and the MH4L online health check. 3. Support patients to access the Health Check form via QR code

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)
Promote the MH4L program with posters, resources, and QR code for the MH4L health check throughout the practice.	Who: Practice Manager and nurse What: Source resources from PHN and display in practice When: ___ / ___ / 2024.	Posters and brochures readily available throughout the practice. Eg waiting room, treatment room, GP rooms and noticeboard	___ Posters/resources displayed at the practice.	Adopt: Continue to have program resources around the practice.
Upskill all staff about eligibility criteria, referral process and the MH4L online health check.	Who: Nurse What: Review MH4L website and share learnings with staff When: Next practice meeting ___ / ___ / 2024.	All staff who attended have a good understanding of the program and the MH4L Health Check. Some staff members were not able to attend meeting.	___ out of ___ staff upskilled. ___ Upskilled the following day.	Adopt as part of staff induction.

Support patients to access the MH4L Health Check via QR code	Who: All staff What: Provide access to QR code and answer questions When:	QR code available in key areas around practice.	Feedback on ease of access.	Adopt: Continue to support the use of the QR code.

CONTINUOUS QUALITY IMPROVEMENT –
MODEL FOR IMPROVEMENT PDSA DIAGRAM

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Model for Improvement as the framework to guide and accelerate improvement work.

Q1. What are we trying to accomplish?

- The answers will be your **GOALS.**
- *e.g. SMART Goal (Specific, Measurable, Achievable, Relevant and Time-bound)*

Q2. How will we know that the change is an improvement?

- The answers will be the **MEASURES** for tracking your goal.
- *e.g % of patients with improved data before and after PDSA.*

Q3. What changes can we make that will result in improvement?

- The answers will be the **IDEAS** for change.
- *e.g. use "Primary Sense to run Accreditaion % Compliance" report before and after PDSA to compare data.*

THINKING PART

DOING PART

- **What next?**
- **Implement change or try something new.**
- **What idea will you test next?**

ACT

PLAN

- **Discribe the idea,**
- **What, Who, When, Where,**
- **Make predictions,**
- **Define data to be collected.**

STUDY

DO

- **Analyse the data**
- **Compare the data to your predictions**
- **summarize & reflect on the lessons learnt.**

- **Carry out the plan**
- **Document progress, any errors or barriers,**
- **Adopt, Adapt, Abandon as required.**