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# Quality Improvement Record - a template for practices

By documenting Quality Improvement activities, your practices can build on improvements every year. Keeping a record of each QI also helps to keep your team approach and learnings in one place.

NWMPHN has developed this Quality Improvement Record template for practices to use, for any QI activity small or large. This template is a simple step-by-step approach to help you to document your Quality Improvement journey.

If you prefer to use the guided Quality Improvement Toolkits developed by NWMPHN, visit [nwmphn.org.au/for-primary-care/quality-improvement/quality-improvement-toolkits/](https://nwmphn.org.au/for-primary-care/quality-improvement/quality-improvement-toolkits/)

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| --- |
| **TO USE THIS TEMPLATE**   * Please save this template and add your QI activity title to the document. * Remove this page of Instructions and make the document your own, but please keep the footer information that acknowledges that this template was developed by NWMPHN. * Complete Page 2 onwards for each Quality Improvement activity. Copy any tables that need to be repeated for activities within your QI. * If you get stuck please refer to our Quality Improvement pages and toolkits on our NWMPHN website or contact your NWMPHN relationship manager for more information. |

QUALITY IMPROVEMENT {ADD TITLE}

|  |  |
| --- | --- |
| Date |  |
| Practice Name |  |
| PHN | North Western Melbourne Primary Health Network |
| **Lead contact for this Quality Improvement activity** | |
| Name: |  |
| Role: |  |
| Email: |  |

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## Model for Improvement

This Quality Improvement Record will help you to work your chosen Quality improvement activity.

Each Quality Improvement activity you do should follow the Model for Improvement (MFI) approach outlined below.

The Model for Improvement is a proven approach for developing, testing and implementing changes in general practice. The MFI helps you to break down your change into manageable pieces, which are then tested to ensure that the change results in measurable improvements, and that minimal effort is wasted.

**If you are new to quality improvement, it’s a good idea to read the** [**NWMPHN QI guide and tools**](https://nwmphn.org.au/wp-content/uploads/2020/02/QI-Toolkit_Pip-2018-.pdf) **that provides more information about the stages of the MFI.**

Implementation of the MFI has shown that it will work best when you:

* Define the problem
* Think small and test
* Use a whole team approach
* Share success and lessons learnt

## Before you start

### Brainstorm area for improvement

1. Get your practice team together and think about some areas where you can make improvements.
2. Use data and evidence to identify where you need to make an improvement, or where there is an opportunity for improvement. For example, you could examine:

• Practice feedback from patients, staff or accreditation

• Data (e.g. routine practice data, CAT4 reports, PIP QI reports)

• Periodic reviews or audits of clinical information

• Local or national health priority areas

### Set up the team

Set up a QI team to manage and monitor the activity. Consider:

* Who is in the practice?
* Who will lead the team?
* Who in the practice needs to approve the QI or changes?
* How often will you meet?
* How will you communicate within the team and with other practice staff?

## Part 1: The thinking part

As a QI team complete Table 1.

*Table 1: The thinking part*

|  |  |
| --- | --- |
|  | What are we trying to accomplish?*By answering this question, you will develop your goal* |
|  |  |
|  | How will we know that a change is an improvement?*By answering this question, you will develop measures for tracking your goal* |
|  |  |
|  | What changes can we make that will result in improvement?*By answering this question, you will develop ideas for change* |
|  |  |

## Part 2: The doing part

Considering your ideas for change captured above, use the PDSA template below (Table 2) to document and monitor the effect of your changes. Multiple PDSA cycles are likely to achieve your improvement goal. Remember: PDSA cycles are intended to allow you to test small incremental changes – break your ideas and activities into small chunks. Repeat Table 2 for each PDSA cycle focusing on the goal outlined in Table 1. You can download other PDSA templates [here](https://nwmphn.org.au/wp-content/uploads/2020/08/NWMPHN-QualityImprovement-PDSA-Template2.pdf)

Table 2. Plan, Do, Study, Act (PDSA)

|  |  |
| --- | --- |
|  | **Plan** *Describe the idea,**Who? When? Where? Make predictions and define data to be collected to be able to measure a change* |
|  |  |
|  | **Do** *Carry out the plan. Record data.* |
|  |  |
|  | **Study** *Analyse data, compare data to predictions, summarise and reflect on lessons.* |
|  |  |
|  | **Act** *What next? Will you implement the change or try something new? What idea will you test next?**What will you take forward; what is the next step or cycle?* |
|  |  |

## QI activity reflection

Take a moment to document the QI team reflections on the activity.

Consider: What worked well, what could have been improved, and what will you do differently next time?

## CelebratE and Share Your Success

Celebrating your success doesn’t just feel good—it will help you capitalise on your quality improvement efforts.

By celebrating your ‘wins’, you’ll engage your practice team more deeply with your QI project, enhance morale and foster a culture of improvement.

You could share results such as a successful patient case study or improvements in data measures at staff meetings, hold a celebratory lunch, share your achievements with patients in the waiting area, or even in local media or online.

|  |
| --- |
| **SHARE YOUR SUCCESS WITH US**  At North Western Melbourne PHN we love to hear about successful QI initiatives. We can share these great achievements with other practices. Please let us know if you have a QI story that you would like to share with us email: [primarycare@nwmphn.org.au](mailto:primarycare@nwmphn.org.au) |

We acknowledge the peoples of the Kulin nation as the Traditional Owners of the land on which our work in the community takes place. We pay our respects to their Elders past and present.

