

Intention of this resource: This example of a Model for Improvement activity has been provided by the PHN with the expectation that practices will review and put their own information in as appropriate.

It is not expected that practices will use this resource as it is currently written; it is an example only.



1. QUALITY IMPROVEMENT: GOAL SETTING



Ask the three questions:

1. What are we trying to accomplish?	
By answering this question, you will develop your goal for improvement.	
Increase electronic prescribing capacity and use of electronic prescriptions by <i>Add your date</i> , including providing patients with the option to receive an electronic prescription.	
10 eScripts successfully prescribed and dispensed by the 31 July 2021	
2. How will we know that a change is an improvement?	
By answering this question, you will develop measures to track the achievement of your goal.	
We will see an increase in the number electronic prescriptions (eScripts) prescribed for patients by <i>Add your date</i> with 10 electronic prescriptions successfully prescribed and dispensed by the <i>Add your date</i> .	
3. What changes can we make that can lead to an improvement?	
List your ideas for change.	
By answering this question, you will develop the ideas you would like to test towards achieving your goal. Use the SMART approach when developing ideas (specific, measurable, attainable, realistic, timebound). E.g. By March 2020, complete 100% of HbA1c tests for all eligible (have not had a test in the past 6 months) active patients.	
Idea 1.	<i>Example</i> All patients attending the practice between 1 May and 31 July 2021, will have their DOB and IHI validated and a mobile (smart) phone number and / or email address entered in their electronic Medical Record (eMR) by practice administration staff.
Idea 2.	<i>Example</i> In July 2021, the practice manager will engage with their practice IT support and software vendors (eRx, MediSecure) to ensure the correct infrastructure is in place to enable each prescriber to participate in electronic prescribing.
Idea 3.	<i>Example</i> By 30 July 2021, the practice will identify ten patients and one or two GPs who are receptive to digital health technology and are willing to participate in electronic prescribing.

Idea 4.	<i>Example</i> From 1 February to 31 March 2021, 25% of all patients attending a Chronic Disease Clinic appointment for a Diabetes review will receive an electronic prescription.
----------------	--

2. QUALITY IMPROVEMENT: PLAN, DO, STUDY, ACT CYCLE

<p>Idea being tested:</p> <p><i>From page 1: Idea 1,2,3 or 4</i></p>	<p>Idea 1: All patients attending the practice between 1 May and 31 July 2021, will have their DOB and IHI validated and a mobile (smart) phone number and / or email address entered in their electronic Medical Record (eMR) by practice administration staff.</p>
	<p>Plan</p> <p>Who: Administration (front desk) staff</p> <p>When: by 31 July 2021</p> <p>Where: at the practice</p> <p><i>Example Data predictions:</i></p> <p>100% of patients will have a validated DOB</p> <p>95% of patients will have a validated IHI. (5% of patients will not have an IHI)</p> <p>60% of patients will have an updated (smart) mobile phone and email address entered in their eMR</p> <p>40% of patients will have no smart phone or email address.</p> <p>Data required: IHI validation, DOB, mobile phone number and / or email address (if no smart phone)</p>
	<p>Do</p> <p>Involve your whole team, and develop a QI Project</p> <p>Make sure all IT requirements are setup and ready to use.</p> <p>Contact local Pharmacies to make sure they are able to dispense ePrescriptions</p> <p>Example Patients who attended the practice between 1 May and 31 July 2021 who did not have a smart phone number recorded are to have their mobile added to the clinical software file</p> <p>Example Patients who attend the practice between 1 May and 31 July 2021 have their IHI number validated.</p> <p>Consider costs and any other ramifications for the practice</p>

	<p>Study <i>Analysis of actions and data. Reflection on the results. Compare to predictions.</i></p> <p><i>Was the plan executed? Any unexpected events or problems? Record data.</i></p> <p>Example 1000 patients attended the practice between 1May and 31 July 2021. As expected, 40% of patients did not have a smart phone, however half of them did have an email address. 3% more patients that predicted had an IHI that was validated. 23% more patients had data validated and recorded and were eligible to participate in electronic prescribing.</p>
	<p>Act <i>What will we take forward; What is the next step or cycle?</i></p> <p>Idea 2 will occur concurrently with Idea 1 as part of getting ready.</p> <p>Idea 3 and 4 will be planned for doing the next cycle to improve business models for electronic prescribing. Starting with developing a communication checklist for reception staff to provide to patients when booking them in for all consultations.</p>