



HOW TO JOIN THE COMMUNITY OF PRACTICE

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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.


QUALITY IMPROVEMENT: GOAL SETTING

Ask the three questions:




<p>1. What are we trying to accomplish? By answering this question, you will develop your goal for improvement.</p>	
<p>To improve cold chain management of vaccines by completing an annual audit of the vaccine fridge in accordance with the National Vaccine Storage Guidelines: Vaccine Storage Self Audit</p>	
<p>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.</p>	
<p>All requirements from the Self Audit in Strive for 5 (3rd ed) are met. Results are documented and stored.</p>	
<p>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.</p>	
Idea 1.	<p>By <insert date>, download the National Vaccine Storage Guidelines: Strive for 5 resources and use in planning and improvement:</p> <ul style="list-style-type: none"> • Vaccine Management and Storage Self-Audit • Vaccine Refrigerator Temperature Chart <p>By <insert date>, improve cold chain management of vaccines by performing an annual cold chain audit as per the National Vaccine Storage Guidelines: Strive for 5 (3rd edition).</p>
Idea 2.	<p>By <insert date>, to upskill staff in understanding processes associated with cold change storage including the following:</p> <ul style="list-style-type: none"> • HealthPathways Vaccine Storage and Cold Chain Breaches • NSW Health Cold Chain Management • National Vaccine Storage Guidelines
Idea 3.	<p>By <insert date>, plan to have all staff trained and regularly updated on the cold chain protocol and policies. Resources to facilitate this include:</p> <ul style="list-style-type: none"> • Australian Government Department of Health COVID-19 Vaccine Training Program • Health Education Training Institute's (HETI) Vaccine Storage and Cold Chain Management
Idea 4.	<p>By <insert date>, develop a back-up plan in case of power failure using the National Vaccine Storage Guidelines Strive for 5, Checklist for managing a power failure.</p> <p>By <insert date> all key staff should be educated on and understand the back-up plan to ensure preparedness. Ideas to accomplish this include:</p> <ul style="list-style-type: none"> • Prepare staff for a cold chain breach by prominently displaying protocols. • For breaches of COVID-19, notify the National Vaccine Operation Centre on 1800 318 208 immediately. Do not discard any vaccines unless instructed to do so. For all other vaccines, download and follow the NSW government's Cold chain breach protocol.

The Model for Improvement Part 1: The three questions

QUALITY IMPROVEMENT: PLAN, DO, STUDY, ACT CYCLE

<p>Idea being tested:</p> 	<p>Idea 1: By <insert date>, download the National Vaccine Storage Guidelines: Strive for 5 resources and use in planning and improvement:</p> <ul style="list-style-type: none"> Vaccine Management and Storage Self-Audit Vaccine Refrigerator Temperature Chart <p>By <insert date>, improve cold chain management of vaccines by performing an annual cold chain audit as per the National Vaccine Storage Guidelines: Strive for 5 (3rd edition).</p>
<p>Plan</p>	<p><i>Who? When? Where? Data predictions? Data to be collected.</i></p> <p>Who: relevant practice staff.</p> <ul style="list-style-type: none"> Delegate roles and responsibilities — roster one person each day to have cold chain management and administration as their primary responsibility. <p>When: <insert date></p> <p>Where: Practice premises</p> <p>Data to be collected:</p> <ul style="list-style-type: none"> Perform the self-audit to obtain a baseline measure and identify a core team to meet regularly to monitor how your system is performing. Use the audit to record your progress. Download the National Vaccine Storage Guidelines Strive for 5 resources and use in planning and improvement: <ul style="list-style-type: none"> Vaccine storage self-audit Vaccine Refrigerator Temperature Chart Label vaccines to ensure all staff can locate the vaccine quickly and minimise cold chain breaches. NSW Immunisation Resource Order Form Perform your annual 'slush test' as per Strive for 5 (3rd ed) and mark vaccine fridges with 'Stop. Do not open door until you know which vaccines you need and where they are located' poster. Display the Cold chain breach poster prominently near the vaccine fridge. Label power points "Do not unplug – vaccine fridge." Stickers can be ordered online from Australia Department of Health: National Vaccine Storage Guidelines "Strive for 5" – Sticker 1.

The Model for Improvement Part 2: PDSA Cycle

	<p>Do</p> <p><i>Was the plan executed? Any unexpected events or problems? Record data.</i></p> <p>Cold chain audit completed in accordance with Strive for 5 (3rd ed) guidelines. All staff completed the online training for cold chain management and certificate of completion has been stored in staff file.</p>
	<p>Study</p> <p><i>Analysis of actions and data. Reflection on the results. Compare to predictions.</i></p> <p>Document here any changes that were required to be made.</p> <p>For example:</p> <ul style="list-style-type: none"> vaccines stored incorrectly as vaccines not stored in boxes. vaccines stored on bottom of fridge.
	<p>Act</p> <p><i>What will we take forward; what is the next step or cycle?</i></p> <p>As a result of performing the self-audit we modified/continued to...</p> <p>For example:</p> <ul style="list-style-type: none"> Additional shelf added to the bottom of the fridge. Staff advised of recommended requirements for the storage of vaccines in their original packaging. Staff refresher training to be completed every 12 months.

The Model for Improvement Part 2: PDSA Cycle

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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.	
To prepare the practice for COVID-19 vaccine implementation by creating a multidisciplinary care team within the practice to strategise and coordinate the process.	
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.	
The practice is prepared and ready to receive vaccines and vaccinate patients by ensuring they are compliant with Strive for 5, staff are trained appropriately (completed mandatory training), and clinic workflow established.	
Plans will be monitored to ensure the process is efficient and manageable with due regard to risk and mitigation strategies. A record will be kept by team leader of any potential clinical or procedural risks encountered to enable remedial action to be discussed and implemented.	
Process to be reviewed by the multidisciplinary team weekly or earlier if issues are encountered or modification is required due to policy or distribution changes.	
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.	To complete a cold chain self-audit to ensure staff are prepared and refrigerator and procedures comply with Strive for Five Policy by <insert date>.
Idea 2.	Ensure all staff have completed the COVID-19 Vaccine mandatory training by <insert date>
Idea 3.	By <insert date>, plan and test practice systems for clinical staff to prepare, administer and monitor patients during vaccination once onboarding document is received.
Idea 4.	By <insert date>, plan and train administration staff in vaccination booking and clinical processes to ensure the vaccination clinics run smoothly and patients are given appropriate information about how important it is to complete the process, and when to return for their second vaccination.

The Model for Improvement Part 1: The three questions

QUALITY IMPROVEMENT: PLAN, DO, STUDY, ACT CYCLE

Idea being tested:	Idea 2. Ensure all staff have completed the COVID-19 Vaccine mandatory training by 19 March 2021.
	<p>Plan <i>Who? When? Where? Data predictions? Data to be collected.</i></p> <p>Who: Practice manager When: 9/3/21 Where: Practice premises</p> <p>Data to be collected: Email all staff with the link to the COVID-19 Vaccine mandatory training and request completion by 19 March 2021 and certificates of completion be forwarded to him/her.</p>
	<p>Do <i>Was the plan executed? Any unexpected events or problems? Record data.</i></p> <p>Some staff did not complete training as requested. Each staff member was reminded of their obligation to complete and a 48-hour deadline put in place.</p>
	<p>Study <i>Analysis of actions and data. Reflection on the results. Compare to predictions.</i></p> <p>Certificates received from all staff members. No further action required.</p>
	<p>Act <i>What will we take forward; what is the next step or cycle?</i></p> <p>Ensure all new staff are given the opportunity to complete training. Ensure regular refreshers are undertaken for all staff when required.</p>

The Model for Improvement Part 2: PDSA Cycle