





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>Identify children who are overdue for immunisations who have visited the practice within the last 12 months and follow-up with them to improve immunisation rates for the practice</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>Aim for a 5% improvement in children who are indicated as being overdue for their scheduled immunisations. Data used to monitor improvement can be via CAT4 or the AIR 10A report.</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> run a full report from CAT4 of all children with their immunisation status</p>
Idea 2.	<p>By <insert date>, Request an AIR 10A report for the same age group to cross reference with the data obtained from the CAT4 report</p> <ul style="list-style-type: none"> • Update practice software with data from the AIR as identified • Identify data transmission errors to the AIR and rectify • Follow up on remaining children that are overdue by sending a reminder to book an appointment • If further support and information required escalate to senior clinician
Idea 3.	<p>By <insert date>, children who have been indicated on the AIR as being overdue for their immunisation have now had clinical software and the AIR updated to reflect their updated immunisation status.</p> <p>Resources to facilitate this include:</p> <ul style="list-style-type: none"> • Services Australia Australian Immunisation Register AIR010A Due and Overdue Immunisation by Practice Report User Guide • Services Australia Australian Immunisation Register Data Quality User Guide
Idea 4.	<p>By <insert date>, ensure that the staff who will request and follow up on the AIR 10A report data have an individual PRODA account to:</p> <ul style="list-style-type: none"> • Verify their identity and the organisations identity, and • Have access to the AIR • Go to AIR access for health professionals to set up and log in • Complete all clinical records and ensure they are entered into the AIR to ensure that the childhood immunisation status is complete

QUALITY IMPROVEMENT: PLAN, DO, STUDY, ACT CYCLE

Idea being tested:	Idea 1 By <insert date> run a full report from CAT4 of all children with their immunisation status.
	<p>Plan <i>Who? When? Where? Data predictions? Data to be collected.</i></p> <p>Who: Practice Manager or Nurse When: <insert date> Where: Practice premises Data to be collected:</p> <ul style="list-style-type: none"> • Perform through CAT4 a report to: <ol style="list-style-type: none"> 1. Identify the number of children aged 7 and under who are fully immunised within the practice 2. Identify the number of children aged 7 and under who are overdue for a vaccination
	<p>Do <i>Was the plan executed? Any unexpected events or problems? Record data.</i></p> <ul style="list-style-type: none"> • Data for reports successfully extracted
	<p>Study <i>Analysis of actions and data. Reflection on the results. Compare to predictions.</i></p> <ul style="list-style-type: none"> • Results as expected. Will find out errors when compared to AIR 10A report
	<p>Act <i>What will we take forward; what is the next step or cycle?</i></p> <ul style="list-style-type: none"> • Reports saved for comparison with AIR data

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 2. By <insert date>, Request an AIR 10A report for the same age group to cross reference with the data obtained from the CAT4 report</p>
	<p>Plan <i>Who? When? Where? Data predictions? Data to be collected.</i></p> <p>Who: Delegate one person to request the AIR 10A report as their primary responsibility</p> <p>When: <insert date></p> <p>Where: Practice premises</p> <p>Data to be collected:</p> <ul style="list-style-type: none"> • Request an AIR 10 A report report for the same age group to cross reference with the data obtained from the CAT4 report <ul style="list-style-type: none"> ○ Update practice software with data from the AIR as identified ○ Identify data transmission errors to the AIR and rectify ○ Follow up on remaining children that are overdue by sending a reminder to book an appointment
	<p>Do <i>Was the plan executed? Any unexpected events or problems? Record data.</i></p> <ul style="list-style-type: none"> ○ Report compared to Cat4 data extraction ○ Report comparison to Cat4 extraction did take some time due to the number of discrepancies
	<p>Study <i>Analysis of actions and data. Reflection on the results. Compare to predictions.</i></p> <ul style="list-style-type: none"> ○ Results were what was expected as had not been done for some time ○ Had to seek advice on some children from a senior clinician to obtain a solution for some immunization record issues.






Act

What will we take forward; what is the next step or cycle?

- Completed data verification and now need to immunise those that remain on the overdue list.

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 3. By <insert date>, children who have been indicated on the AIR as being overdue for their immunisation have now had clinical software and the AIR updated to reflect their updated immunisation status.</p> <p>Resources to facilitate this include:</p> <ul style="list-style-type: none"> • Services Australia Australian Immunisation Register AIR010A Due and Overdue Immunisation by Practice Report User Guide <p>Services Australia Australian Immunisation Register Data Quality User Guide</p>
	<p>Plan <i>Who? When? Where? Data predictions? Data to be collected.</i></p> <p>Who: Practice Nurse</p> <p>When: <insert date></p> <p>Where: Practice premises</p> <p>Data to be collected:</p> <ul style="list-style-type: none"> • Firstly, compare Cat4 report of immunised children to AIR 10A report to determine errors • Correct errors in AIR where transmission data has not been processed correctly. • Secondly, compare Cat4 report of unimmunised children to AIR 10A report • Update practice records with immunisation data where the child may have been immunised elsewhere • Remining children will need to be recalled for immunisation
	<p>Do <i>Was the plan executed? Any unexpected events or problems? Record data.</i></p> <ul style="list-style-type: none"> • Found a number of children who had been immunised elsewhere • Also found several immunisation transmission errors that needed correction in AIR.
	<p>Study <i>Analysis of actions and data. Reflection on the results. Compare to predictions.</i></p> <ul style="list-style-type: none"> • On completion rerun AIR 10A report and CAT4 data extraction to ensure data has been correctly updated.







Act

What will we take forward; what is the next step or cycle?

- Complete all clinical records and ensure they are entered into the AIR to ensure that the childhood immunisation status is complete

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 4. By <insert date>, ensure that the staff who will request and follow up on the AIR 10A report data have an individual PRODA account to:</p> <ul style="list-style-type: none"> • Verify their identity and the organisations identity, and • Have access to the AIR • Go to AIR access for health professionals to set up and log in
	<p>Plan <i>Who? When? Where? Data predictions? Data to be collected.</i></p> <hr/> <p>Who: Staff responsible for the access to AIR for immunisations</p> <p>When: <insert date></p> <p>Where: Practice premises</p> <p>Data to be collected:</p> <ul style="list-style-type: none"> • List of relevant staff who do not have a PRODA account • Give instructions on how to apply for a PRODA account • Ensure Provider delegations are sought and approved to access data • Instructions on how to obtain the AIR 10A report
	<p>Do <i>Was the plan executed? Any unexpected events or problems? Record data.</i></p> <hr/> <ul style="list-style-type: none"> • Some staff were reluctant to complete the process
	<p>Study <i>Analysis of actions and data. Reflection on the results. Compare to predictions.</i></p> <hr/> <ul style="list-style-type: none"> • All relevant staff now have a PRODA account and able to access AIR 10A report
	<p>Act <i>What will we take forward; what is the next step or cycle?</i></p> <hr/> <ul style="list-style-type: none"> • Review that trained staff are using their PRODA account and delegations are current