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Quality Improvement Plan, Do, Study, Act (PDSA) – Sample

Beyond the C - Hepatitis C Elimination in Your Practice

Improve our culturally responsive environment and
focused health improvement initiatives



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Quality Improvement (PDSA) – Sample

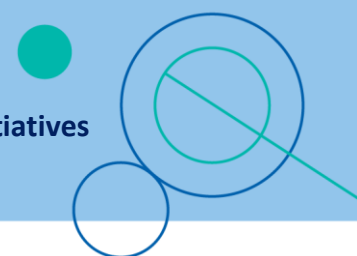
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DATE:		PDSA CYCLE ID:	
Lead Name:			
Practice Name:			
AIM	Record Aboriginal and/or Torres Strait Islander status.		
	Improve recording of ethnicity in clinical software by __% by 20__		
	What measures will we use? (i.e data)		
	<ul style="list-style-type: none"> • Extract data on missing ethnicity from the clinical software • % of patients with Aboriginal or Torres Strait Island status recorded in the coded section of their medical record 		
	How do we start:		
<ul style="list-style-type: none"> • Pen CAT / Polar Data Quality Audit of records to measure baseline • Assess the current waiting room process to better understand why ethnicity may not be recorded • Learn the correct place to enter information in the software • Staff training e.g. face to face sessions, webinars • Team meeting to discuss significance, benefits & any current barriers to better understand the significance of having recorded ethnicity as patient health care needs vary • Post-education follow-up team discussion 			
PLAN	More ideas generated from a brainstorming team meeting:	Who is responsible?	Date due:
	<ol style="list-style-type: none"> 1. Prioritise on the patient registration form 2. Double-check details are being transposed from the patient registration form 3. Attend cultural competency training and discuss the training as a team 4. Display self-identification posters in the waiting room 5. Conduct focus groups and engage and include existing patients so staff can learn how best to ask 6. Design culturally appropriate 'dialogue' for front desk staff on how to ask based on recommended guidelines. 7. Model how to ask with all front desk staff. 8. Display local Aboriginal and Torres Strait Islander artwork in the practice 		

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	<ol style="list-style-type: none"> 9. Display Aboriginal and Torres Strait Islander flags. 10. Hire Aboriginal and Torres Strait Islander Health Workers/Practitioners 11. Talk to community members about starting an Aboriginal and Torres Strait Islander Health Clinic 12. Work with existing Aboriginal Community Controlled Health Organisations (ACCHOs) 13. Add information relating to relevant services offered on our website. 14. Staff training (in-service) 15. Staff training (ASHM course) 		
DO	Did we do it	No. & Date:	
	1.		
STUDY	What happened?		
	•		
ACT	What is our next step?		
	•		