

Quality Improvement (QI) Plan-Do-Study-Act (PDSA)

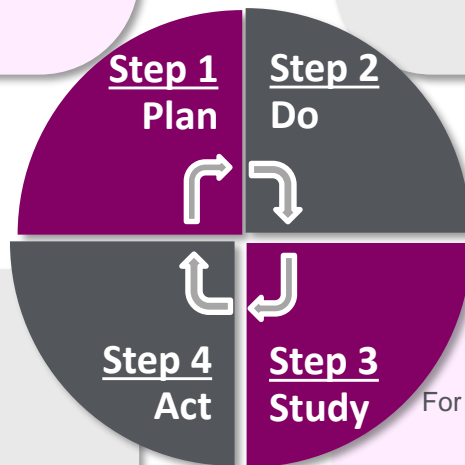
QI activity focus	Recording and monitoring lifestyle risk factors – Ethnicity recording in practice software.		
QI activity lead/s	Name of person who will be activity lead for this quality improvement		
Start measure	Number of patients missing ethnicity recorded.	End measure	Number of patients with ethnicity recorded.
Start date	**/**/****	End date	**/**/****

What do you plan to do/achieve?

Develop a standardised process for recording patient ethnicity during registration to include an example of a respectful way to ask about ethnicity.

Outline the steps you will undertake

1. Train staff to ask patients about their ethnicity respectfully and without assumptions.
2. Staff to use a standardised script when asking about patient ethnicity - ie "Hello, I'm (Staff Name) and I'll be assisting you today. As part of our comprehensive care, we'd like to ask you about your ethnicity. Please feel free to share as much or as little as you're comfortable with. Your response will help us provide culturally sensitive care."



Will you adopt, adapt or abandon this change?

For example:

Adopt -

- Continue with the new process?

Adapt -

- Based on data and feedback, will you refine the training.

Abandon –

- Implement a new plan for a different way of data collection.

What did you observe?

For example:

- Regularly review the accuracy and completeness of ethnicity data.
- Note any improvements in respectful communications.
- Gather feedback from both staff and patients.
- Was there an increase in the number of patients with ethnicity recorded.