

Quality Improvement Team Roles and Responsibilities

To achieve sustainable quality improvement (QI), it is important to establish a dedicated QI Team with members from different areas across your practice. Below is a list of examples for general role-based responsibilities relating to quality improvement.

General Practitioners/Practice Owners

- Provide effective and consistent leadership.
- Model enthusiasm for quality improvement.
- Lead initial and ongoing discussions regarding QI.
- Communicate to the whole team the vision for improvement and the practical first steps.
- Drive the creation of the QI Team.
- Engage the team in QI planning.
- Ensure regular team meetings include a review of QI activities to monitor progress over time.
- Provide resources, including protected time and relevant staff training/upskilling.
- Encourage and support the provision of improvement ideas from the whole team.
- Lead the analysis and review of clinical and business data.
- Select key priority areas, based on data analysis in consultation with the team.
- Implement a team-based process to ensure timely, complete and accurate data and clinical coding.
- Celebrate QI achievements with the whole team.
- Foster a culture of open communication.

Nursing Staff

- Contribute to the QI planning process.
- Assist with the development of the vision for improvement and the practical first steps.
- Request and use resources (e.g. protected time).
- Identify/undertake training/upskilling opportunities.
- Encourage and support the provision of improvement ideas from other team members.
- Analyse and review relevant clinical data within individual scope.
- Suggest and select key priority areas, based on data analysis, in consultation with the team.
- Contribute to the implementation of a team-based process to ensure timely, complete and accurate data and clinical coding.
- Monitor progress against quality improvement goals and measures regularly.

Practice Manager/Administrative Team

- Participate in QI planning.
- Assist with the development of the vision for improvement and the practical first steps.
- Request and use resources (e.g. protected time).
- Identify/undertake training/upskilling opportunities.
- Analyse and review relevant business data.
- Suggest key priority areas based on data analysis.
- Monitor progress against QI goals and measures.
- Implement a team-based process to ensure timely, complete and accurate data and clinical coding.
- Undertake audits of health service records to identify specific patient groups in need of follow-up or proactive care.
- Document policy and procedures for the delivery of consistent, proactive care.
- Establish and oversee recall/reminder systems.
- Support GPs with the flow of information to and from other healthcare providers.
- Manage payments (PIP QI/PNIP) and MBS billing.
- Support/manage reception staff responsibilities.
- Manage succession planning.

Reception Staff

- Contribute to the QI planning process.
- Request and use resources (e.g. protected time).
- Identify/undertake training/upskilling opportunities.
- Contribute to the team process to ensure timely, complete and accurate data and clinical coding.
- Support the functions of the QI Team (e.g. typing QI meeting agendas and minutes).

QI Team Lead

- Coordinate QI meetings and circulate agendas.
- Encourage the views and opinions of the team.
- Take and circulate QI meeting minutes.
- Facilitate/assist with implementing QI activities.
- Request and use appropriate resources, systems and support mechanisms (e.g. protected time).
- Provide regular communication about QI activities.
- Review the progress of QI activities.
- Collate/distribute practice data reports.
- Update Visual Management Board.
- Model enthusiasm for quality improvement.
- Help foster a culture of open communication.

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