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

QI activity focus / Objective	Improve staff completion rates of advance care plan (ACP) training/education.
	Supporting RACGP Standards for General practice 5th edition criterion:
	➢ *GP3.1 – Qualifications, education, and training of healthcare practitioners*
	➢ *C8.1 A – Our non-clinical staff complete training appropriate to their role and our patient population*

QI activity lead/s			
Start measure	Baseline Data % of staff who have completed (ACP) training in the last two years. (consider staff survey) GPs – xx Nursing staff – xx Admin staff - xx	**End measure**	% of staff who have completed (ACP) training GPs – xx Nursing staff – xx Admin staff - xx
Start date		**End date**	

Step 1: PLAN What do you plan to do/achieve SMART GOALS	**Our goal** All clinical and non-clinical staff will complete ACP training improving both confidence and consistency in patient ACP discussions. Training will be completed by *[Insert due date]*,
Step 2: DO Outline the steps you will undertake	QI Lead: activity coordination • communicate activity and expectations to staff • establish baseline data • schedule protected learning time for training • all staff to complete ACP Core Training Guide • QI Lead to record completion rates (consider spreadsheet to track progress) • staff to log CPD (self-recorded) as Educational Activity (EA), time-based activity • document activity on QI Register

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Step 3: STUDY What did you observe?	**Observations** **Did you achieve SMART goal?** QI lead to facilitate team discussion at all staff meeting • Evaluate whether the plan was executed successfully. • Review any difficulties encountered. • Review what worked or did not work. • Review unexpected results. • Compare the data to your predictions. Baseline Data staff completed ACP training GP_____ Nurse_____ Admin_____ End Measure staff numbers completed training: GP_____ Nurses_____ Admin_____ Do the numbers reflect the anticipated percentage of completed training: Y/N

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Step 4: ACT Will you adopt, adapt or abandon this change?	After evaluating the data, outcomes, and observations, choose an action below. Consider: ✓ **Adopt:** The practice will develop a policy that requires all staff to complete ACP training activity annually. ACP education/training will be included as part of onboarding of new staff ✓ **Adapt:** Record changes and re-test with another PDSA cycle. ✓ **Abandon:** Document the next change idea you will test and initiate a new PDSA cycle.

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Any other information?

Examples: notes, screenshots, graphs, context information, resources, Brainstorming

Resources:

ACP training resources:

Refer to the Advance Care Planning Tool Kit webpage – Practice Assist

Questions, Links and information:
- What is a smart goal?: SMART Goals Cheat Sheet
- How to document a PDSA? Guide to documenting a QI activity as a PDSA
- Does this need to be documented in a PDSA or can it be captured in a QI log? Identifying and undertaking QI activities using PDSAs

QI Quintuple Aims for health care improvement:

Improving population health · Enhancing the care experience · Reducing costs · Care team well-being · Advancing health equity

10 PIP QI Measures.

1. diabetes with HbA1c result
2. smoking status
3. weight classification
4. 65+ and Influenza Immunisation
5. Diabetes and Influenza Immunisation
6. COPD and Influenza Immunisation
7. alcohol consumption status
8. risk factors enable CVD assessment
9. cervical screening
10. diabetes & blood pressure

Building blocks

10 Template of the future
8 Prompt access to care
9 Comprehensive-ness and care coordination
5 Patient-team partnership
6 Population management
7 Continuity of care
1 Engaged leadership
2 Data-driven improvement
3 Empanelment
4 Team-based care