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

QI activity focus / Objective	Increasing utilization of escripts over printed prescription		
QI activity lead/s			
Start measure	Total number of patients given an escript within the last month as a percentage of total number of patients given any type of prescription within the last month	End measure	Total number of patients given an escript within the last month as a percentage of total number of patients given any type of prescription within the last month
Start date	April 2025	End date	July 2025

Step 1: PLAN What do you plan to do/achieve **S.M.A.R.T Goals** S - Specific M – Measurable A – Achievable R -Relevant T – Time-based	Over the next three months, our practice QI team would like to increase the percentage of prescriptions given to patients at the practice via electronic prescribing, versus printed, by 10%. E-prescribing has many benefits for the health practitioner and the consumer including: • Instantaneous transmission • Improved administrative efficiency • Reduced transcription and other errors • Less need to print/ handle or store paper documents • Decreased change of lost prescriptions • Enhanced security and privacy.
Step 2: DO Outline the steps you will undertake Run the test on a small scale. Collect and begin to analyse the data	Our practice management software is already set up to be able to provide electronic prescriptions. Our practice QI lead will run search queries (see 'Other Information' within our practice management software and document the starting numbers of prescriptions given over the last month, and the number of these that were done by escript, and then express this as a percentage on the PDSA. A tracking dashboard could also be used. Our practice QI lead will repeat these search queries monthly to track the success of the drive to increase electronic prescribing. Our practice QI lead will discuss the drive to increase the percentage of e-scripts at our clinical meetings, all-staff meetings, and individually with GPs and staff, highlighting the benefits to doing so. Our practice QI lead will be able to direct any staff member wishing to access more information to the online training available through the Australian Digital Health Authority (available through the link in the 'Other Information' section). Our practice will display information in the patient waiting room advising patients that they can request that they receive their prescriptions electronically, and the benefits of doing so. Our practice QI lead will ensure that our reception staff are equipped with reputable resources to direct patients to if they have any concerns or questions about electronic prescribing. Our practice QI lead will provide regular updates to all staff to track progress of the activity.

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Step 3: STUDY What did you observe? Analyse the results and compare them to your predictions.	Our practice QI lead will review the search queries monthly, and at the end of the three month period over which this activity is running, to be able to study whether these measures have assist in increasing the uptake of electronic prescribing. Our practice QI lead will discuss with practitioners, staff and patients as to whether they have any feedback on the process, have identified any positives or negatives to receiving their scripts electronically, whether there are any barriers to accessing these, and how they could be addressed.
Step 4: ACT Will you adopt, adapt or abandon this change? **- Adapt** (make modifications and run another test), **- Adopt** (test the change on a larger scale) **- Abandon** (don't do another test on this change idea).	

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Best practice Search Query

Patients with a prescription within a date range (insert own date range, toggle for escript vs printed script)	SELECT * FROM BPS_Patients WHERE StatusText = 'Active' and internalid in(Select internalid from PRESCRIPTIONS where escript = **0** -- escript = 1 printed = 0 and created >= '20250101' -- Enter the start date range yyyymmdd and created <= '20250407' -- Enter the end date range yyyymmdd) ORDER BY surname, firstname – All patients with a script in a date range - toggle for escript

Further information on electronic prescribing: Digital Health - PracticeAssist

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:

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