

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

QI activity focus / Objective		Advance Care Planning (ACP) – Strengthening Cultural Safety Objective: Increase the proportion of general practice staff who have completed ACP training/education,	
QI activity lead/s			
Start measure	Establish number of staff who have completed ACP training in past 2 years __%	End measure	Number of staff who have completed ACP training __%
Start date		End date	

<p>Step 1: PLAN</p> <p>What do you plan to do/achieve</p>	<p>Goal: 100% of clinical and non-clinical staff will complete ACP training, ensuring staff confidently lead culturally appropriate ACP discussions. Training must be completed by [Insert due date].</p>
<p>Step 2: DO</p> <p>Outline the steps you will undertake</p>	<p>QI Lead: activity coordination</p> <ul style="list-style-type: none"> communicate activity and expectations to staff establish baseline data – start measure (consider staff survey) schedule protected learning time for training all staff to complete ACP Core Training Guide including training - ACP translated resource, Aboriginal & Torres Strait Islander resources, LGBTIQ+ resources and Interpreter/translator guidelines, Sensory Loss- Quick Guides & Auslan Videos QI Lead to record completion rates (consider spreadsheet to track progress) staff to log CPD (self-recorded) as Educational Activity (EA), time-based activity <p>Document activity on QI Register</p>
<p>Step 3: STUDY</p> <p>What did you observe?</p>	<p>Observations:</p> <ul style="list-style-type: none"> Document on PDSA: <ul style="list-style-type: none"> start measure: __% of staff who have completed ACP training in past 2 years end measure: __% of staff who have completed ACP training post implementation Compare baseline ACP training rates with post implementation rates. Review staff feedback <ul style="list-style-type: none"> Appropriateness of ACP training were any difficulties encountered. what worked or did not work. were there any unexpected results.

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<p>Step 4: ACT</p> <p>Will you adopt, adapt, or abandon this change?</p>	<p>After evaluating the data, outcomes, and observations, choose an action below. Consider:</p> <ul style="list-style-type: none"> • Adopt: The practice will develop a policy that requires all staff to complete ACP training activity. Consider - annually. ACP education/training will be included as part of new staff onboarding. • 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 Toolkit](#)

- ACP Culturally Inclusive Resources

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](#)

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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

