

Medicare Local National Wave Quality Improvement Knowledge Assessment Tool Pre- and Post- Test Self-Assessment

Name: _____

Please circle the appropriate response.

1. What is your gender? Male Female

2. What is your role in the Medicare Local?

3. Have you ever participated in a quality improvement effort that used formal improvement principles and methods? (For example, personal improvement project, workplace initiative, or other experience)?

YES

NO

If yes, please describe:

4. How essential do you consider quality improvement in your future professional work?

Not at all

Slightly

Moderately

Extremely

5. How confident are you that you can design and implement a change to improve health care in a local setting?

Not at all

Slightly

Moderately

Extremely

Source: Orginc, G., JGIM 2004;19:496-500

Medicare Local Quality Improvement Partnership



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6. How comfortable are you in your current skills with the following aspects of quality improvement?

		Not at all	Slightly	Moderately	Extremely
a.	Writing a clear problem statement (goal, aim)				
b.	Applying evidence based professional knowledge				
c.	Using measurement to improve your skills				
d.	Studying the process				
e.	Making changes in a system				
f.	Identifying whether a change leads to an improvement in your skills				
g.	Using small cycles of change				
h.	Identifying best practices and comparing these to the practices of your local team (e.g. general practice support team)				
i.	Implementing a structured plan to test a change				
j.	Using the PDSA model as a systematic framework for trial and learning				
k.	Identifying how data are linked to specific processes				
l.	Building your next improvement upon prior success or failure				

7. What questions or concerns do you have regarding quality assessment and improvement techniques?

Source: Orginc, G., JGIM 2004;19:496-500

Quality Improvement Scenarios

Instructions: Please read each of the following scenarios and then answer the questions that follow. We recognize that there may be many areas to improve. Be brief and complete. We request that you attempt each question, even if you are unsure.

Scenario #1

You are the Quality Improvement Manager at the Anywhere Medicare Local (ML). Data from health services in your region suggest that one area within the ML has much worse health status indicators for diabetes than the others. The population health data suggests this is a lower socio-economic area with a relatively high proportion of Aboriginal and Torres Strait Islander people.

When you discuss this with the ML's Indigenous Health Liaison Manager, she admits that it has been hard to engage the local Aboriginal Medical Service in improving diabetes outcomes for their patient population, and the range of issues to choose from seemed so large she felt overwhelmed by it and unsure what to do next. You agree to work together to engage the AMS and other health services in that area on a diabetes project.

Questions for Scenario #1

Please answer each of the following questions as if you were developing a plan to improve the problem presented above.

1. What would be the goal?

2. What would you measure to assess the situation?

3. Identify one change that might be worth testing:

Source: Orginc, G., JGIM 2004;19:496-500

Scenario #2

You are a Practice Nurse in a busy 4 GP practice, and you have been given responsibility for chronic disease prevention and management in the practice. You have been working as part of a quality improvement group with your Medicare Local (ML). At the most recent practice meeting, everyone agreed to focus on patients in the practice with Chronic Obstructive Pulmonary Disease to improve secondary prevention and self-management of the condition.

Your ML has helped you get a summary of clinical indicators for COPD patients in your practice from the IF web portal. It shows that smoking status and weight are not recorded for 85% of COPD patients and spirometry test results in the last 12 months are only recorded for 53% of COPD patients. GP management plans are only current for 51%.

You are worried because the doctors chose COPD at the practice meeting because they thought they were already doing very well at managing this group of patients and would not have to make much effort to improve health outcomes in this area.

Questions for Scenario #2

Please answer each of the following questions as if you were developing a plan to improve the problem presented above.

1. What would be the goal?
2. What would you measure to assess the situation?
3. Identify one change that might be worth testing:

Source: Orginc, G., JGIM 2004;19:496-500

Scenario #3

You are a GP in a three-person practice and have just finished a busy morning clinic session. Your last patient was a 60 year-old male with adult onset diabetes with whom you have been working very hard to improve glycemic control. You are frustrated because he continues to be in poor control based on his most recent HbA1C of 10%. You have been successful in getting him to obtain and record some of his finger sticks. However, he is not interested in exercise and his diet is suspect as to whether it is reasonable or not. He says he is taking his oral hypoglycemic medications as prescribed (at their maximum doses). You are particularly concerned because he also has had a myocardial infarction 5 years ago; has an elevated cholesterol and is beginning to note some nocturnal tingling in his feet.

As you sit down to ponder his case, you open an email from the Chronic Disease Management Program Manager at your Medicare Local. Attached to the email is a summary of their review of diabetes management data from a random number of practices in your area. The data shows that on several measures (HbA1c, annual retinal exams, podiatry evaluations and urine for microalbumin testing) more than 65% of your patients do not meet the target goals. This further adds to your level of frustration and ruins your appetite for lunch.

Questions for Scenario #3

Please answer each of the following questions as if you were developing a plan to improve the problem presented above.

1. What would be the goal?
2. What would you measure to assess the situation?
3. Identify one change that might be worth testing:

Source: Orginc, G., JGIM 2004;19:496-500