

Dear [insert name],

Congratulations to your practice team on completing the Model for Improvement Challenge

We had an excellent response to the Model for Improvement Challenge for the [insert program name] with [insert statistic] of practices completing their Three Fundamental Questions and implementing their first Plan, Do, Study, Act (PDSA) cycle. The APCC Team is encouraged by the response and the high quality of submissions and look forward to sharing some examples of the great work being undertaken.

The overall aim to develop an accurate CKD database in 4 weeks is very clear and concise and a great start to your improvement journey. Your PDSA idea clearly links to the aim and your measure is simple and effective. You have a good detailed 'Plan' outlining what you are going to do, when it will take place and who will be involved. It would be interesting to also include a predicted result, for example how many inactive patients you might have expected.

It was interesting, and perhaps frustrating, that you incurred difficulties identifying how to inactivate patients in your clinical system. By documenting this difficulty you have taken positive steps to ensuring this activity is embedded in regular database reviews.

The 'Study' is a where you can document what actually happened and provide quantitative data about the inactive patients and even compare this to what you 'expected' this result to be. Undertaking and documenting a protocol for regular database review is an excellent way of ensuring this process becomes a regular systematic occurrence at your practice. On a technical note the protocol development would be something you'd take forward into another PDSA cycle, which constitutes part of the 'Act' of a PDSA.

In your 'Act' section you have clearly acknowledged actions to undertake in creating a CKD register and another PDSA cycle.

On behalf of the APCC Program team, I'd like to thank you and your health service team for your efforts and wish you success with the remainder of the first activity period. I look forward to your attendance at the upcoming Virtual Learning Workshops during week commencing 2nd June 2014.

If you have any questions, please contact [insert name] on [insert number]

Yours sincerely