

## Model for Improvement Example

### 3 Fundamental Questions

#### 1. What are we trying to accomplish? (Goal)

**Engage your patients in the PCEHR:** Identify 30 patients who are interested in the PCEHR by July 2012

#### 2. How will we know that a change is an improvement? (Measures to track improvement)

- A register of patients who have consented to participate is developed and numbers on the register increase.
- Shared Health Summaries are developed for interested patients and the number of SHS increases.

#### 3. What changes can we make that will lead to an improvement? (These ideas can then be tested using PDSAs)

##### Ideas

1. Target patients with the GP Management Plan
2. Target patients who attend chronic disease clinics
3. Send a letter with PCEHR pamphlet to priority groups
4. Put up posters in the waiting room explaining the PCEHR and how to be involved
5. Flag patients and have receptionist hand them information upon arrival
6. Provide a patient information session at the practice
7. SMS patients prior to their appointment to ask about the PCEHR

### PDSA (Plan Do Study Act)

**Plan:** Test Idea 4 – *Put up posters in the waiting room explaining what the PCEHR is, the benefits and how they can be involved.*

**What:** Put up several posters in waiting room for one week and test the effectiveness by how many patients self-identify as interested. Receptionists to make list of patients who are interested and give them a brochure explaining the PCEHR in more detail.

**Who:** Practice Manager and receptionists

**When:** Wednesday 4<sup>th</sup> March – Wednesday 11<sup>th</sup> March 2012

**Where:** In the waiting rooms

**Predictions:** We will have a list of at least 10 patients who are interested in the PCEHR.

**Data to be collected:** Names of interested patients to be written on a list and their record flagged indicating they are interested in the PCEHR so they can have a shared health summary.

**Do:** A3 poster created and placed in both waiting rooms. Receptionists noted that those patients that did ask required an additional 2 – 3 minutes explaining the PCEHR and requirements of involvement.

**Study:** After one week of having the posters in the waiting rooms only 6 patients identified themselves to reception as being interested. We may need to test with a patient or two the wording of the poster to ensure its being understood.

**Act:**

- Ask 2 patients to provide feedback on the posters.
- Update posters according to patient feedback and place them in each consulting room
- Test the idea of having the nurse ask 5 patients per day during a consultation if they are interested in the PCEHR.

**Finally:** Tick 'PDSA cycle complete' box on qiConnect