

Continuous Quality Improvement (CQI)

Project Template: **Tips to complete**



An Australian Government Initiative

CQI steps		Ask-Do-Describe	
Data report 1 - baseline	First CQI meeting	Why do we want to change?	
		Gap	What could we do better?
		Benefits	Improve health outcomes, Meet PIP QI requirements, reduce risk, increase efficiency, promote healthy lifestyle
		Evidence	Best practice guidelines (e.g. Diabetes management guidelines)
		What do we want to change?	
		Topic	Choose a specific area (defined on the report)
		Scope	What portion of patients in this topic (e.g. missing measures, item numbers)
		How much do we want to change?	
		Baseline	% result of current performance (e.g. 72%)
		Sample	Number of patients to achieve the target (add more than required as some patients may not want to participate)
		Target	% result of proposed improvement (e.g. 80%)
		Preparedness	Is this activity feasible? Are there the right staff available? Any conflicting activities (e.g. Accreditation)
		Who are involved in the change?	
		Leads	Who will lead this? Names and titles
		Contributors	Other staff who will be involved. Names and titles
		External	Optional: GCPHN, Pharmacist, Private Health and other health professionals or organisations
		When are we making the change?	
		Deadlines	Set a start date and finish date to complete activities and achieve the target (number of weeks, months or by a time of year; e.g. by Easter)
		How are we going to change?	
		Potential solutions	Brainstorm options or ideas, seek input from all team members
Select	Choose the best idea from brainstorming session, kept it simple and clearly document what will be done and by whom		
Implementation	Implement	Describe the steps, data report/filters used, staff responsible, time frames.	
	Record, share	Record progress on this template, practice meeting minutes, presentation to colleagues	
Data Report	Final CQI	How much did we change?	
		Performance	Did you achieve your target?

		<i>If not, consider new activity to test</i>
	Worthwhile	<i>Was the effort to complete worth the outcome? Did the team value the activity? Did another unexpected positive result occur? (e.g. increased Ethnicity Status recorded when focusing on Allergy status)</i>
	Learn	<i>What lessons learnt could you used for other activities? What worked well, what could have been changed or improved?</i>
	What next?	
	Sustain	<i>Implement new processes and systems into business as usual This will avoid repeating this activity in the future</i>
	Monitor	<i>Review target measure quarterly and initiate corrective measures as required</i>