

Continuous Quality Improvement (CQI)

Action Plan Template: **Tips to complete**

Ask-Do-Describe	
Why do we want to change?	
Gap	What could we do better?
Benefits	Improve health outcomes, reduce risk, increase efficiency, promote healthy lifestyle, meet PIP QI requirements.
Evidence	Best practice guidelines (e.g., Diabetes management guidelines)
What do we want to change?	
Topic	Choose a specific area (defined on the report) & who is included in the topic (e.g., patient cohort)
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%)
Who are involved in the change?	
Contributors	Who will lead this? Name and titles Other staff who will be involved. Name and titles External contributors – e.g., GCPHN, Pharmacist, other health 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
Implement	Choose the best ideas from brainstorming session. Describe the steps, data report/filters used, staff responsible, time frames, who will complete.
Monitor	Record progress towards goals including review meetings, progress towards %
How much did we change?	
Performance	<i>Did you achieve your target? 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 use 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</i>

	<i>This will avoid repeating this activity in the future</i>
Monitor	<i>Review target measure quarterly and initiate corrective measures as required</i>