Identifying Active Patients and Linking to MyMedicare Program

Model for Improvement

Step 1: Thinking Part - Three Fundamental Questions
Complete the Model for Improvement (MFI) as a whole team.

AIM	1. What are we trying to accomplish?

By answering this question, you will develop your GOAL for improvement. It important to establish a S.M.A.R.T (Specific, Measurable, Achievable, Relevant, Time bound) and people-crafted aim that clearly states what you are trying to achieve.

Improve the accuracy of active patient identification and ensure 10% of eligible active patients are registered for the MyMedicare program within the next six months.

MEASURE(S)	2. How will we know that a change is an improvement?

By answering this question, you will develop the MEASURE(S) you will use to track your overarching goal. Record and track your baseline measurement to allow for later comparison.
Tip: Use a Run Chart to plot trends.

Percentage of active patients identified who are successfully registered with MyMedicare.

Baseline:	4000 active patients and 50 registered with MyMedicare	**Baseline date:**	**10/11/2023**

CHANGE IDEAS	3. What changes can we make that will result in improvement?

By answering this question, you will develop IDEAS for change.
Tip: Engage the whole team in formulating change ideas using tools such as brainstorming, driver diagrams or process mapping. Include any predictions and measure their effect quickly.

Idea 1	Extract a list of patients flagged as active patients who are not registered for MyMedicare.
Idea 2	Engage with staff to verify patient records (e.g., contact patients to confirm activity status and preferred GP).
Idea 3	Ensure patients are properly registered with MyMedicare and that their records are accurate.
Idea 4	Incorporate MyMedicare enrolment discussions during patient contact and pre-plan for upcoming appointments
Idea 5	*Add other rows if needed.*
Next steps:	*Each idea may involve multiple short and small PDSA cycles.*

PDSA (Plan-Do-Study-Act)

Step 2: Doing Part - Plan-Do-Study-Act
Once you have completed the Model for Improvement (MFI), use the template below to document and track your PDSA cycles (i.e. small rapid tests of change).

Idea	Plan		Do	Study	Act
#	**Plan the test**	**Prediction**	**Do the test on small scale**	**Analyse the results**	**Make a plan for next step**
Change idea 1.1	Practice Manager to extract a list of patients flagged as active patients who are not registered for MyMedicare by 1/11/23. **Prediction:** there will be patient that are inactive**.**	Completed on 1/1/23	Conduct the first round of active patient verification for 50 patients and 10 were inactive as predicted. 15 were enrolled but MyMedicare status was missing. Update records to correct status and register them for MyMedicare.	Conduct a bulk archive of inactive patients. Bulk import MyMedicare enrolments to PMS instead of manual/ per patient. Incorporate MyMedicare enrolment discussions during patient contact and pre-plan for upcoming appointments	Practice Manager to extract a list of patients flagged as active patients who are not registered for MyMedicare by 1/11/23. **Prediction:** there will be patient that are inactive**.**
1.2	Conduct a bulk archive of inactive patients **Prediction**: need to this regularly.				
Change idea 1.2	Incorporate MyMedicare enrolment discussions during patient contact **Prediction:** some staff will not be comfortable with inviting patients to register				
	Keep adding rows and cycles as needed.				
Summary of Results					