

Correcting Missing Demographic Information

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?	
<p><i>By answering this question, you will develop your GOAL for improvement. It is 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.</i></p>			
<p>Reduce the number of patient records with missing or incorrect demographic information (age, sex, and duplicate records) by 250% within three months, while promoting MyMedicare enrolment.</p>			
MEASURE(S)		2. How will we know that a change is an improvement?	
<p><i>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.</i></p> <p><i>Tip: Use a Run Chart to plot trends.</i></p>			
<p>Percentage of corrected records regarding age, sex, and elimination of duplicates, including enrolment status for MyMedicare.</p>			
Baseline:	6 duplicate records, 4 missing age and 1 missing gender.	Baseline date:	
	50 MyMedicare enrolled		
CHANGE IDEAS		3. What changes can we make that will result in improvement?	
<p><i>By answering this question, you will develop IDEAS for change.</i></p> <p><i>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.</i></p>			
Idea 1	Audit 200 patient records to identify missing or incorrect age, sex, and duplicates or use a data extraction tool (e.g. Primary Sense or CAT4 data cleansing report)		
Idea 2	Engage front desk and clinical staff to fill in or update missing details.		
Idea 3	Remove duplicate records by merging data.		
Idea 4	During this process, ensure eligible patients are informed about and enrolled in the MyMedicare program.		
Idea 5	<i>Add other rows if needed.</i>		
Next steps:	<i>Each idea may involve multiple short and small PDSA cycles.</i>		

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	Audit 200 patient records to identify missing or incorrect age, sex, and duplicates or use a data extraction tool (e.g. Primary Sense or CAT4 data cleansing report). Prediction: there will be patient that are incomplete record due to booking system.	Completed on 1/1/23	Perform audits and update records for the initial 200 patients, including enrolling those who are eligible for MyMedicare. 11 were incomplete records as predicted. 15 were enrolled but MyMedicare status was missing. Update records to correct status and register them for MyMedicare.	Engage front desk and clinical staff to fill in or update missing details. Incorporate MyMedicare enrolment discussions during patient contact and pre-plan for upcoming appointments	Audit 200 patient records to identify missing or incorrect age, sex, and duplicates or use a data extraction tool (e.g. Primary Sense or CAT4 data cleansing report). Prediction: there will be patient that are incomplete record due to booking system.
Change idea 1.2	Engage front desk and clinical staff to fill in or update missing details. Prediction: staff at get busy and forgot to capture missing info.				
	<i>Introduce a new change idea is required.</i>				
	<i>Keep adding rows and cycles as needed.</i>				
Summary of Results					