

5.3 PDSA – Identifying Active Patients and Linking to MyMedicare Program

Model For Improvement (MFI)

AIM 4. What are we trying to accomplish?			
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) 5. How will we know that a change is an improvement?			
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 6. What changes can we make that will result in improvement?			
Idea 1	Hold a team meeting or lunch catch-up to communicate MyMedicare and CCM changes		
Idea 2	Share updates via email or in the staff room.		
Idea 3	Use talking points to explore MyMedicare benefits.		
Idea 4	Facilitate discussion around CCM changes and training needs.		
Idea 5	Define, document, and review team roles and responsibilities regularly.		
Next steps:	Each idea may involve multiple short and small PDSA cycles.		

Plan-Do-Study-Act (PDSA)

Idea	Plan	Do	Study	Act
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.	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.	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 patients that are inactive.