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| **GOAL:** *(Specific, Measurable, Achievable, Realistic, Time-limited)* | Increase chronic disease care planning (GPMP and/or TCA) from \_\_\_May to 30 September for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_patients by inviting them to care planning appointments via video conference. | |
| **TIME FRAME:** | *Start by*  Xx/05/2020 | *Finish by:*  30/09/2020 |
| **MEASURE:** | * Number of GPMP/TCA created or reviewed to 30 September compared with similar period last year. * Increased clinician satisfaction with booking and delivering care planning through video consultation [(example survey here)](https://ncphn.org.au/wp-content/uploads/2020/04/20200504-COVID-Template-CD-QI-survey.docx). | |
| **STARTING POINT:**  *Background information*  *Initial discussion* | Team discussion:   * Video conferencing for care planning with elderly patients. * Patient selection and clinician final determinations. * Baseline measures – PenCAT for number of care plans, example survey for satisfaction with video conferencing. | |
| **IMPROVEMENT IDEA:**  *Brainstorm ideas*  *Decide which idea* | * Enable older patients to video conference where possible and include their families and/or carers as appropriate. | |

Step One: Consider the Change Management

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| **WHY will we do this?**  **What difference will it make?** | **Importance of doing this** *See QI starters for more information***Team Score 8/10** |
| *See QI tips for success page for more information* |
| **What difference will this idea make to patients?**  Elderly patients will get the care they need and be able to engage through technology increasing their opportunity for care and connection. Vulnerable patients with chronic disease will be able to access high quality care from home |
| **What difference will this idea make to clinicians?**  Clinicians will get more information and engagement through video conference | **Confidence we will succeed**  *See QI starters for more information*  **Team Score**  **7/10** |
| **What difference will this idea make to the practice?**  Business income will be optimised |
| **What difference will this idea make to the health system?**  Patients with chronic disease will receive vital care leading to better health outcomes long term than if the care does not occur |

Step Two: Planning-Testing-Analysing

|  | **PLAN THE TEST** | **RUN THE TEST ON A SMALL SCALE** | **ANALYSE RESULTS AND COMPARE AGAINST YOUR PREDICTION** |
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| **TEST #1** | PM (practice manager) gives team a three question survey (see example survey in measures section of QI page) on video conferencing and gets surveys back from at least 75% of staff  PM or PN (practice nurse) or RC (receptionist) searches data for number of GPMPs for similar period last year.  PM inducts any RC who has rated importance to achieve this and confidence to succeed at 7/10 or over in the online readiness flowchart.  PN finalises list of patients with doctors and gives RC a list of 5-10 patients who are ready to be given a care planning appointment to begin with.  RC contacts patients and makes appointments using the online readiness checklist | **Start date of test**  18 May 2020  **End date of test**  29 May 2020 | **Results at 29 May**   * 40% survey return * GPMP data retrieved and analysed by PM with owner/principal * Two out of five RCs are keen to give the online readiness flowchart a go * Finalised patient lists received from three out of seven doctors * 2XRCs have trialled the online readiness checklist with a total of 8 patients. Some questions on the flow chart seem to work particularly well, others seem to confuse matters. Most patients are keen to get their families involved to help and attend appt but RCs not sure where to locate family details and if they should reach out to them. Video conferences have been booked for 5 patients. * PNs have completed 3 video appointments. Notifications that patient in waiting room did not come through from one RC. One video link dropped out and PN had to look up patient record for phone number. * 1x doctors not notified patient had ‘arrived’ for plan sign off appointment. |
| **TEST #2** | PM to prompt for surveys. Put into hard copy and place in front of person and wait with them while they answer if needed.  PNs to get another list of 15 patients ready.  PM deletes problematic questions from flowchart and inducts the remaining RCs into the process. Give each RC 3 patients to contact. Make sure each RC knows where to locate family contact details and that they are to reach out to them if the patient wants that. Also emphasise the need to notify the clinician that the person has ‘arrived’.  Develop a prominent reminder (eg a sticky note on the top of the computer screen) to make sure clinicians ask for the phone number before they start consulting. | **Start date of test**  01 June 2020  **End date of test**  10 June 2020 | **Results at 10 June**   * 80% of surveys in. Have all baseline data now * Six out of seven doctors have finalised the list of patients for GPMP * All RCs have trialled the readiness checklist and report it is working OK. Four out of five have contacted families and are finding that family details can be out of date. * PNs have now picked up 11 video conferences. PNs are finding the visual contact helpful and enjoyable. * All doctors have had at least on video conference * Still some connection issues but reminder to ask for phone number working well. |
| **ROLLOUT TO BUSINESS AS USUAL** | * PM to check-in (‘corridor conversation’, twice weekly 10-min huddle) with RCs, PNs and doctors to regularly to monitor process * PM to request list from last doctor who has not submitted patients * PM to check practice connectivity plan and access to free COVID-19 NBN upgrade if needed (see [www.ncphn.or.au/coronavirus-information](http://www.ncphn.or.au/coronavirus-information)) * Plan team meeting for 10 July. Search database for how many video conference telehealth item numbers have been used. Identify and discuss issues * PM to plan a new QI activity- keeping family details up to date. | | |
| ONE MONTH REVIEW: 10 JULY TEAM MEETING IDENTIFY AND RESOLVE ISSUES  THREE MONTH REVIEW: 10 SEPTEMBER START SURVEY COLLECTION  FINAL REVIEW 07 OCTOBER: NUMBER OF GPMPs COMPLETED AND SURVEY RESULTS AVAILABLE FOR TEAM | | |