

Women's Cancer Screening Collaborative



Example 'Plan Do Study Act' ideas to develop and maintain an effective recall and reminder system

Erin Shannon, Practice Manager at Five Star Medical in Port Macquarie did a great job of breaking down the goal of creating a recall and reminder list into multiple, small, easy to implement ideas.

You might like to try some of these ideas yourself:

Goal: Create an accurate recall and reminder list by 30 April 2017

Idea #1: Appoint a staff member who is responsible for creating and maintaining a database, add this role to their job description

Idea#2 Draft a written procedure for our recall and reminder system

Idea# 3 Get the procedure approved

Idea# 4 Add the procedure to our policy and approvals manual

Idea# 5 Search our BP database for women aged between 50-74;

clean data - inactive or merge where needed; remove women who have a breast cancer diagnoses

Idea# 6 Create a recall /reminder system

Ideas# 7 Inform staff about the recall/reminder system

Idea# 8 Review the recall/reminder system after 6 months

Idea# 9 Obtain list from Cancer Institute NSW of patients who have been screened in the last 30 months - submit form by 24/03/2017

Idea# 10 Identify those patients who have been screened through Breast Screen NSW and those who are due/overdue

Idea# 11 Use data to assist in creating an accurate recall/reminder list

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NCPHN additional suggestion: Building your teams capacity for recall and reminder systems can take time, understanding the value of committing the time in terms of financial and patient outcome is important.

Now that we have Katrina Otto's training and manual available, Five Star could add three ideas:

Idea: Review the recall and reminder manual from Train IT Medical for ideas

Idea: Have a team meeting to brainstorm how recall and reminder systems could improve income generation and patient care (e.g. by linking multiple recalls such as cancer screening recall, GP Management Plans, Health Assessments etc. together)

Idea: Create a list of questions about setting up recall and reminders in the system, and book in Katrina Otto (through our Practice Support Officer) for a 1 hour training session to answer these questions



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