**PDSA/Quality Improvement Activity - Sample**

**Topic –** My Health Record

**Area of Focus:** Shared Health Summaries

 **Step 1. The 3 Fundamental Questions**

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| **1. What are we trying to accomplish?****(By answering this question you will develop your goal for improvement)** |
| Improve the management of vulnerable patients through the use of digital health and in particular the use of My Health Record (as a method to share information) with a focus on vulnerable patients. |
| **2. How will we know that a change is an improvement?****(By answering this question you will develop measures to track the achievement of your goal)** |
| The total number of Shared Health Summaries for ‘vulnerable patients’ uploaded to My health Record will increase by 10% each month for the next 6 months. |
| **3. What changes can we make that can lead to an improvement? – list your ideas for change****(By answering this question you will develop the ideas you would like to test to achieve your goal)** |
| Idea 1 – Team meeting to define ‘vulnerable’ patients by agreeing criteria we will use to identify and flag patients in our software and to develop a plan of action.Idea 2 – Establish a register of ‘vulnerable’ patientsIdea 3 – Review the register and check whether patients have registered for My Health Record and have a recent Shared Health Summary uploaded.Idea 4 – Retrain clinical staff on use of My Health RecordIdea 5 - Book a telehealth consultation with GP and each vulnerable patient on the registerIdea 6 – Upload a Shared Health Summary (as required) to ensure the most up-to-date information is available to other healthcare providers.Idea 7 – For patients that have opted out, ask if they would like to opt in and explain the benefits.Idea87 – If GPMP in place, RN/AHW to follow up by telehealth to check on patients welfare periodically and upload new SHS as health summary information changes. |

**PDSA Template**

Please complete this template for each PDSA cycle you undertake.

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| **Idea #1** | *Describe the idea you are testing: refer to the 3rd fundamental question, ‘What are we trying to accomplish?* |
|  | * Hold a team meeting
* Agree definition of Vulnerable patients and how to flag in software
* Agree a plan of action to follow up and upload SHS
 |
| **Plan** | *What, who, when, where, predictions & data to be collected.* |
|  | Team meeting to be held - DATE |
|  | Seek input for definition: consider local patient demographics, MBS definition etcAgree definition and how to flag in softwareSearch for these patients and establish registerAgree plan of action to follow up and upload SHS to My Health Record for each patient on register |
| **Do** | *Was the plan executed? Document any unexpected events or problems.* |
|  | Yes, agreed definition and how to flag in software.Established register and assigned roles.Developed a clear plan of action. |
| **Study** | *Record, analyse and reflect on the results.* |
|  | Baseline - Measure proportion of ‘vulnerable’ patients registered for My Health Record, with a SHS uploaded. Current measure = X%. This shows an improvement / decrease in the proportion by X% in X months. |
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| **Act** | *What will you take forward from this cycle? (next step / next PDSA cycle)* |
|  | Low registration numbers for My Health Record |
|  | Doctors need a refresher on how to upload Shared Health Summaries. |
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