**Quality Improvement Activity**

**Start date: End date:**

Increase Refugee health assessments

**Practice/team name:**

**Specific**

Provide a clear description of what needs to be achieved.

**Measurable**

Include a metric with a target that indicates success.

**Achievable**

Set a challenging target but keep it realistic.

**Relevant**

Keep your goal consistent with higher-level goals.

**Time-Bound**

Set a date for when your goal needs to be achieved.

**QI Activity Lead:**

Establish a culturally appropriate service that can increase Refugee health assessments by <<insert measurement>> in a 3-month period.

**Goal:**

What are we trying to accomplish?

**Change Ideas:**

What change can we make that will result in an improvement?

Raise awareness of refugee health via promotional material

Effectively and appropriately engage refugee patients with the practice

**QI Activity Team:**

Using our practice data we can see that XX% amount of refugee patients have had a health assessment

**Benchmark:**

What is our current data saying?

* Name/Role
* Name/Role
* Name/Role
* Name/Role
* Name/Role

Uptake of refugee promotional materials

Increased patients with refugee status attending the practice

**Measures:**

How will we know that a change is an improvement?

What data will we use to track our improvement?

**ACT**

*Review or extend activity?*

*Implement the plan and record observations*

**DO**

**PLAN**

**STUDY**

*Develop a plan and the steps involved*

Consult with the WVPHN practice facilitator, develop a plan of action and present it at staff meetings.

Form a QI team, discuss workflow and allocate roles & responsibilities. [ideally – practice manager (can include WVPHN practice facilitator) and at least one GP, nurse and admin staff.]

QI lead to extract baseline data from practice software using data extraction tool

Create a welcoming environment at reception – with bilingual staff if available

Develop or identify culturally appropriate promotional and educational resources and reading material for waiting area

Signage about the availability of interpreters

Organise cultural awareness training for staff to ensure all staff are trained in How to appropriately ask patients about their race & ethnic background

*Analyse and learn from the results*

**ACT**

*Review or extend activity?*

*Implement the plan and record observations*

**DO**

**PLAN**

**STUDY**

*Develop a plan and the steps involved*

Include on New Patient Form the following questions: interpreter required, including preferred language and gender preferences country of birth ethnicity with date or year of arrival contact details of settlement worker/next of kin/supporting family members (Additional line to explain – We use this information to review treatment options and ensure highest quality of care)

Routine recording in Clinical system of the previous details

Organise training and implement the Teach-Back Method of communicating with the clinicians

Develop and utilise consistent coding in the clinical software to identify refugees in need of health assessments

At completion of QI period, measure change by repeating searches in clinical software. Compare to baseline.

*Analyse and learn from the results*