|  |  |  |  |
| --- | --- | --- | --- |
| Practice Name  |  | Cycle number |  |
| Staff initiator:  |  | Position title: |  |
| Start date: |  | End date: |  |
| Purpose | What are we trying to accomplish?What do you plan to do? |
| Raised awareness of refugee healthIncreased attendance of refugees at the practice Best practice care for refugees Improved outcomes and quality of life for refugeesUtilisation of available refugee MBS |
| How will we know that change is an improvement? What do you hope to achieve? (Include measurement/outcome) |
| Uptake of refugee promotional materialsIncreased patients with refugee status attending the practice |
| What change can we make that will result in improvement? |
| Raise awareness of refugee health via promotional materialEffectively and appropriately engage refugee patients with the practice |
| PLAN | By answering this, you will develop the GOAL for improvement. The goal must be SMART - Specific, Measurable, Achievable, Relevant, Time-limited |
| Write a concise statement of what you plan to do, and the steps involved | From the questions/answers above, write your statement or aim of what you are attempting to achieve. |
| Establish a culturally appropriate service that can increase Refugee health assessments by <<insert measurement>> in a 3-month period. |
| How are you going to do this? (List the steps to be implemented) |
| Steps | By whom | By when |
| Create a welcoming environment at reception – with bilingual staff if available  | Practice manager/Admin |  |
| Develop or identify culturally appropriate promotional and educational resources and reading material for waiting area | Admin |  |
| Signage about the availability of interpreters  | Admin |  |
| Organise cultural awareness training for staff to ensure all staff are trained in How to appropriately ask patients about their race & ethnic background | Practice manager |  |
| 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) | Admin |  |
| Routine recording in Clinical system of the following:- interpreter required, including preferred language and gender preferences- country of birth- ethnicity and date or year of arrival- contact details of settlement worker/next of kin/supporting family members- updated contact details at each appointment. | Admin |  |
| Organise training and implement the Teach-Back Method of communicating with the clinicians | Practice Manager |  |
| Develop and utilise consistent coding in the clinical software to identify refugees in need of health assessments  | Practice Manager/Nurse |  |
| At completion of QI period, measure change by repeating searches in clinical software. Compare to baseline. |  |  |
| DO | This may include how the patients react, how the doctors react, how the nurses react, how it fits in with your system or flow of the patient visit. You will ask, “Did everything go as planned?” |
| **Implement your plan and write down observations you have during your implementation.**  | What did you observe? |
|  |
| Where there any unexpected events? |
|  |
| STUDY | You will ask, “Do I have to modify the plan” |
| **After implementation you will study the results and record how well it worked, if you met your goal and document areas of improvement.**  | What did you learn? |
|  |
| Has there been an improvement? |
|  |
| Did you meet your measurement goal? |
|  |
| What could be done differently? |
|  |
| ACT | If it did not work, what you can do differently in your next cycle to address that. If it did work, are you ready to spread it across your entire practice? |
| **Here you will write what you came away with for this implementation, whether it worked or not.**  | What did you conclude from this cycle? |
|  |