**Quality Improvement Activity**

**Start date: End date:**

Identify & Manage Patients with Hepatitis C

**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:**

Increase the rate of treatment with cure over the incidence of new HCV infection.

Increase in patient awareness of (curable) treatment options.

Decrease in people living with HCV.

**Goal:**

What are we trying to accomplish?

**Change Ideas:**

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

Increase practice staff knowledge and awareness of Hep C via training, so that patients are managed effectively.

Increase practice staff ability and understanding in using PEN to identify patients with Hepatitis C.

Develop internal practice processes that will effectively allow staff to manage and identify Hepatitis C.

**QI Activity Team:**

Develop internal practice processes and upskill the practice staff to be able to identify and manage patients with Hepatitis C, over a 6 month period.

**Benchmark:**

What is our current data saying?

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

Increase in diagnosis of Hep C patients in 6 months.

Increase in referrals to specialist and uptake of Hep C treatments in 6 months.

Stronger knowledge and awareness of Hep C from practice staff.

**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.

​​Develop project brief/plan​.

Enrol appropriate Practice Staff in Hep C training, to improve current knowledge and understanding of Hep C and treatment options.

Engage with WVPHN Practice Facilitator to request access to Goshare for Hep C education for patients.

*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*

Request access to [HealthPathways](https://westvic.communityhealthpathways.org/) for referrals for Hep C specialists and treatment options.

Establish an internal referral process to specialists, for patients diagnosed with Hep C requiring treatment. Utilise HealthPathways.

Set up Walrus/Topbar on GP computers to create prompts for when anyone with diagnosed Hep C visits the clinic.

​​​Establish reporting and measurement tool for assessment​.

​​At completion of QI period, measure change by repeating reports using data extraction tool. Assistance can be provided by PHN. Compare to baseline.

*Analyse and learn from the results*