**Quality Improvement Activity**

**Start date: End date:**

Improve Patient Registration Recording in Practice Software for MyMedicare

**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:**

To improve the accuracy of MyMedicare patient registration information in the practice software by ensuring regular updates and verification through PRODA. The aim is to reduce discrepancies where patients have unregistered from a practice but remain listed as registered in the practice’s software.

**Goal:**

What are we trying to accomplish?

**Change Ideas:**

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

Regularly checking MyMedicare patient data in PRODA and updating the practice software accordingly.

Implementing routine checks using the "MyMedicare How to" guides provided by WVPHN.

Training staff to use the new guides to download, upload, and import MyMedicare patient lists from PRODA into the practice’s system.

**QI Activity Team:**

Current patient data in the practice software is not always up to date, leading to potential errors in patient registration status for MyMedicare.

No routine process for verifying changes in MyMedicare status through PRODA exists.

**Benchmark:**

What is our current data saying?

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

**Reduction in discrepancies** between the MyMedicare patient list in PRODA and the practice software by xx% in the next three months.

**Increase in the number of staff** proficient in downloading and updating MyMedicare data by xx% over the next two months.

**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 (PF), 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), nurse and admin staff.]
* Train staff on how to download and upload MyMedicare patient lists using “How to” guides.
* Schedule weekly PRODA checks to compare MyMedicare patient registration status with the practice software.
* Adjust and update the practice software with any changes identified in PRODA.
* At completion of QI period, measure change with data extraction tool. Assistance can be provided by PHN. Compare to baseline.
* WVPHN PF can record your QI activity for auditing purposes upon request.

*Analyse and learn from the results*

**ACT**

**DO**

**PLAN**

**STUDY**

*Develop a plan and the steps involved*

*Implement the plan and record observations*

*Analyse and learn from the results*

*Review or extend activity?*