**Quality Improvement Activity**

**Start date: End date:**

Increase patient numbers with uploaded shared health summaries

**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:**

Ensure the patients have a shared health summary to support team-based care and other health providers.

Meet the ePIP requirements for each quarter.

**Goal:**

What are we trying to accomplish?

**Change Ideas:**

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

Enter HPI-I numbers for all clinical staff in CIS and HPOS

Ensure NASH and PKI certificates are current. Train staff to access and upload Shared Health Summaries (On Demand)

Verify IHI Numbers for all exceptions.

Educate patients on My Health Record.

Build routine workflow that includes checking My HR for information.

**QI Activity Team:**

The number of Shared Health Summaries uploaded to a patient’s My Health Record is xx % of active patients

**Benchmark:**

What is our current data saying?

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

xx % more active patients will have a shared health summary at the end of the cycle.

**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.

Organise training for staff on uploading SHS to MHR and review digital health policies and procedures.

Train staff on entering data correctly (See PDSA on Clinical Coding)

Identify patients eligible for health assessments and/or reviews, and GPMP.

*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*

Write reminder letter to all patients eligible for GPMP, health assessments and/or reviews.

Mail out letter to all patients not scheduled for an appointment.

Hand out letter to all patients that attend for an appointment and make appointment at point in time.

Use Walrus/Topbar to remind GP to upload SHS at appointment.

During HA and care plan development upload SHS.

Prepare patients for seeing their own results.

Generate report showing how many shared health summaries have been uploaded.

*Analyse and learn from the results*