**Quality Improvement Activity**

**Start date: End date:**

Increase Staff Understanding of Family Violence

**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:**

Improve staff understanding of family violence

**Goal:**

What are we trying to accomplish?

**Change Ideas:**

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

Make a commitment to training/ in-service sessions on family violence regularly throughout the year

**QI Activity Team:**

All staff to attend family violence in-service/training within a 3-month period

**Benchmark:**

What is our current data saying?

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

Staff will have improved knowledge and be able to identify patients at risk or dealing with family violence.

Staff will have a better understanding of impacts to all people involved either directly or indirectly.

Patients will feel more comfortable and trusting of staff and may disclose more.

Staff to complete a survey pre training and post training.

xx% of staff have an increased confidence in managing patients experiencing family violence

**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 a plan.

Create weekly in-service sessions – ask for local agency to present.

Identify staff who have not been able to attend sessions, ensure the workload can be covered and they are able to attend.

*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*

Create a safe space if staff / patients have identified they wish to have a conversation.

Display materials in waiting rooms / staff rooms / front reception to increase awareness and promote discussion.

Evaluation and review of project including staff survey on confidence levels.

*Analyse and learn from the results*