|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 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? | | | | |
| Improve business continuity and preparedness by writing and regularly reviewing emergency response plans. | | | | |
| How will we know that change is an improvement?  What do you hope to achieve? (include measurement/outcome) | | | | |
| Emergency response audit completed and plans created. | | | | |
| What change can we make that will result in improvement? | | | | |
| Compile and review the audit and your emergency response plans each quarter.  Regularly discuss your emergency response plans in team meetings to update staff on any changes and address staff questions or concerns.  Have a patient communications plan in place to notify patients about service disruptions or changes.  Ensure the emergency response plans are easily accessible to all staff and prominently display posters with key messages.  Talk with peers and colleagues in neighbouring practices to see if they have, or wish to share, emergency response plans. | | | | |
| 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. | | | | |
|  | | | | |
| How are you going to do this? (list the steps to be implemented) | | | | |
| Steps | | | By whom | By when |
| Consult with the PHN 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 PHN practice facilitator) and at least one GP, nurse and admin staff.] | | |  |  |
| * Prepare an emergency response audit tool:   + Have you got a plan in place for your practice?   + Is the plan current?   + When was it last reviewed?   + Who needs to be involved in developing it?   + Does it integrate with other response services?   + Are staff in the practice aware of the plan and do they know their role in the event of a disaster or emergency? | | |  |  |
| Review the [**HealthPathways – preparing a practice for a disaster**](https://westvic.communityhealthpathways.org/622947.htm)  And [**Disaster Planning and Management**](https://westvic.communityhealthpathways.org/622599.htm) pages | | |  |  |
| Watch the [**RACGP Emergency Response Planning**](https://www.youtube.com/watch?v=5aTwyavClA4&t=70s) video (5:10) and consider utilising the [**RACGP Emergency Response Planning Tool (ERPT)**.](https://erpt.racgp.org.au/createaccount)  Please note, although the registration page states that a fee is required, if you are a general practice located within western Victoria, this cost will be automatically waived. | | |  |  |
| Compile and review the audit and your emergency response plans each quarter. | | |  |  |
| Discuss the plan with staff regularly at meetings and reviews periods. | | |  |  |
|  | | |  |  |
| 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? | | | | |
|  | | | | |