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| --- | --- | --- | --- |
| 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? |
| To reduce the number of calls to reception for appointment bookings and reduce the non-attendance rates by implementing an online booking system (a platform where patients can book appointments without contacting the clinic). Additional features such as a good recall and reminder system to increase the number of patients turning up to their appointments will be sought after. |
| How will we know that change is an improvement? What do you hope to achieve? (include measurement/outcome) |
| We will measure baseline data of booked online appointments and look at the non-attendance figures. We will also measure the same information after a period of xx months. We hope there is an increase in appointments booked online and a decrease in non-attendance rates. This will decrease the time utilised by reception staff on booking appointments and increase their efficiency in other clinic responsibilities.  |
| What change can we make that will result in improvement? |
| Implement an online booking system and communicate that option to patients and clinic staff. |
| 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. |
| The main aim with incorporating an online booking system into our operations is to reduce customer frustration in getting through to reception to book appointments. An online booking system will allow people to book appointments any time of day. In addition, the reminder system will help reduce people not attending appointments which can be problematic. |
| 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.] |  |  |
| Involve IT in set up, website creation, install the online booking system’s link on website. |  |  |
| Book training session with an online booking system – involve one reception, one Nurse and medical records. |  |  |
| Once confident – switch on an online booking system |  |  |
| Commence a staged roll out – 1st bookings and reminders, 2nd recalls and reminders |  |  |
| Investigate other applications of an online booking system that may be of benefit to the clinic / community |  |  |
| Take monthly measures for three months on appointments made via the system |  |  |
| At the end of three months compare DNA’s to the three months prior to the QI Activity |  |  |
| 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? |
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| Where there any unexpected events? |
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| 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? |
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| 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? |
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