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An Australian Government Initiative

Quality Improvement Team Readiness Check List

The steps suggested in this section are examples only and can be used to engage your team to become ready to implement significant changes at your general practice.

Tip 1: Assign roles and responsibilities	
☐	Identify the lead team involved in the program (e.g. one nurse, GP, PM).
☐	Identify the general practice lead representative who will be responsible to communicate with the service provider. Provide contact details to the service provider.
☐	Assign roles and responsibilities according to program activities.
☐	Allocate protected time for the lead team to perform required program tasks (attendance at Community of Practice meetings, identifying patients for referral and program reporting/data requirements).
Tip 2: Getting ready for program activities	
☐	Ensure each member of the lead team has access to video technology to attend virtual meetings (computer, camera and microphone).
☐	Consider access requirements for the service provider to work from your general practice (room set up, access to clinical software, induction processes).
Tip 3: Undertake regular lead team meetings	
☐	Create a schedule of meetings for the lead team to meet with the service provider.
☐	Create/review an agenda for each meeting including an update on program activities. Distribute minutes following meetings to ensure lead team and service provider are aware of any follow up needed.
Tip 4: Communicate with the practice team	
☐	Develop a communication plan that will be used to inform and update the whole of practice team on any changes as a result of the program.
☐	Identify communication method such as staff meetings, email and/or noticeboard.
☐	Identify how often updates will be communicated. Identify who will be responsible for this activity.
☐	Ensure all staff are advised of the chosen communication method.
Tip 5: Review and Reflect	
☐	Identify method to allow for staff to provide regular feedback on the program.
☐	Identify how often a review of changes is undertaken to ensure a successful transition to new workflows (what is working well and what is not? What should we do more/less of? Is there anything that we should stop doing?).