#### MFI and PDSA Example

**Identifying patients at risk of Hospitalisation**

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| **MODEL FOR IMPROVEMENT (MFI) SECTION –** To be completed *before* completing PDSA section | | | | | | | | |
| Practice Name: | | | | | | Date: | | |
| Who will be the lead for this activity (name): | | | | | | PIP QI Quarter: | | |
| **GOAL**  As a clinic, decide what you are trying to achieve | | | | | | | | |
| For **ten identified** patients at urgent risk of hospitalisation, our team will aim to   * increase to 100% completed GPMP or review of GPMP within the next 3 -6 months * register for MyMedicare * Upload a Shared Health Summary (SHS) | | | | | | | | |
| **MEASURE**  How will you measure the improvement for this activity? | | | | | | | | |
| Track this activity with the number of the 10 patients identified as urgent risk of hospitalisation with a completed GPMP or review of GPMP, MyMedicare registration and SHS upload.   * Record your baseline. * Complete a monthly check in and record your progress. * Record your end of activity active patient numbers to measure the success of this improvement activity.   Data report to use: Refer to Hospitalisation risk topic specific POLAR Walkthrough resources on EMPHN website: [POLAR Walkthroughs](https://emphn.org.au/for-health-professionals/digital-enablement/polar-data-tool/#walkthrough-instructions-1) | | | | | | | | |
| **Measure** | | | | | | | | **Baseline number** |
| Number of identified patients at urgent risk of hospitalisation for this QI activity. | | | | | | | |  |
| Number of identified patients at urgent risk of hospitalisation for this QI activity eligible for a GPMP or review of GPMP in the last 3 months. | | | | | | | |  |
| Number of identified patients at urgent risk of hospitalisation for this QI activity registered for MyMedicare. | | | | | | | |  |
| Number of identified patients at urgent risk of hospitalisation for this QI activity with a recent uploaded SHS. | | | | | | | |  |
| **Ideas**  What changes can we make that will result in improvement? | | | | | | | | |
| IDEA: | | Update your team on Hospital Avoidance Tool (HAT) Report | | | | | | |
| IDEA: | | Prepare your clinic for undertaking GPMP and review of GPMP. | | | | | | |
| IDEA: | | Identify patients at urgent risk of hospitalisation and implement strategies for increasing completed GPMP or review of GPMP. | | | | | | |
| IDEA: | | Supporting MyMedicare registration and Shared Health Summary uploads for identified patients at urgent risk of hospitalisation. | | | | | | |
| **PLAN DO STUDY ACT (PDSA) SECTION –** To be completed *after* completing the MFI section above | | | | | | | | |
| You will have noted your **IDEAS** for testing when you listed activities in the MFI section above. You will use this template to test an idea. Each idea may need more than one PDSA to fine tune the plan before you consider implementing on a broader scale. | | | | | | | | |
| **IDEA**  Record the change idea you are testing | | | | | | | | |
| Idea: Identify patients at urgent risk of hospitalisation and implement strategies for increasing completed GPMP or review of GPMP. | | | | | | | | |
| **PLAN**  Briefly describe what exactly you will do to test your idea | | | | | | | | |
| 1. Organise a staff meeting to discuss ideas and how the practice will be implementing this PDSA 2. Collect baseline data from POLAR 3. Implement ideas 4. Track changes in POLAR (if needed)   **Predictions:** The number of completed GPMP or review of GPMP for Identified patients at urgent risk of hospitalisation will increase. The number of patients Identified at urgent risk of hospitalisation with MyMedicare registration and SHS uploads will increase. | | | | | | | | |
| List the steps necessary to complete this activity | | | | Person responsible | When  (due date) | | Was this step completed? | |
| 1 Run baseline search to track progress (see walkthrough on using POLAR to get baseline data) | | | |  |  | |  | |
| 2 Run POLAR search for eligible patients (see walkthrough on Hospitalisation risk) | | | |  |  | |  | |
| 3 Team to review list and prioritise 10 patients to be contacted for GPMP or review of GPMP | | | |  |  | |  | |
| 4 Check list of patients before contacting patients to ensure GPMP or review of GPMP not completed elsewhere | | | |  |  | |  | |
| 5 Agree on method to contact patients. Follow up with patients | | | |  |  | |  | |
| 6 Present overall results with practice team to discuss outcomes | | | |  |  | |  | |
| 8 Continue to Run POLAR searches to monitor progress and identify next 10 patients to contact. (see walkthrough on using POLAR to get baseline data) | | | |  |  | |  | |
| **DO**  Was the activity carried out as planned? Yes  No, if not why? Document observations | | | | | | | | |
|  | | | | | | | | |
| **STUDY**  Record, analyse and reflect on results. Did the results match your predictions? | | | | | | | | |
| Detail any **barriers** that your clinic encountered and list your **key findings** during and at the end of your activity | | | | | | | | |
|  | | | | | | | | |
| **What was the quantitative change/difference** between your baseline data and this activity’s results: | | | | | | | | **End activity number** |
| Number or identified patients at urgent risk of hospitalisation for this QI activity. | | | | | | | |  |
| Number or identified patients at urgent risk of hospitalisation for this QI activity with a completed GPMP or review of GPMP. | | | | | | | |  |
| Number or identified patients at urgent risk of hospitalisation for this QI activity registered for MyMedicare. | | | | | | | |  |
| Number or identified patients at urgent risk of hospitalisation for this QI activity with an uploaded SHS. | | | | | | | |  |
| **ACT**  Did this activity meet your stated goal? In the table below, select if you will choose to either Adopt, Adapt or Abandon | | | | | | | | |
| Tick one | Description | | Details | | | | | |
| Adopt | Select changes to implement on a larger scale and develop an implementation plan and plan for sustainability. | |  | | | | | |
| Adapt | Improve the change and continue testing plan.  What will be next PDSA cycle? | |  | | | | | |
| Abandon | Discard this change idea and try a different one. | |  | | | | | |
| Communicate the results of your activity with your whole team. Celebrate any achievements, big or small. | | | | | | | | |