

# Sample Action Plan

Project Name: Group Visit

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## Action Plan

### ***What are we trying to accomplish?***

#### **Purpose of project**

- Hold a group visit for patients with diabetes, congestive heart failure, and chronic kidney disease
- Monitor patient condition on an ongoing basis
- Educate patients
- Encourage patient self-management
- Expand staff (MOA) skills

#### **Improvement goal**

- Increased level of patient care
- Increased level of patient self-management
- Increased physician satisfaction
- Increased continuity of care

### ***How will we know that a change is an improvement?***

#### **Current measurement or baseline**

- GP is currently unable to spend enough time with patients to educate them on self-managing their chronic conditions
- Patients with chronic conditions are dissatisfied with GP ability to educate them on self-managing
- Patients are not self-managing their chronic conditions
- Patients with chronic conditions are not being treated to clinical standards of care

#### **What we are going to measure on an ongoing basis:**

- A1c levels before and after group visits in patient group
- GP able to spend enough time with patients to educate them on self-managing their condition
- Patients are being treated to clinical standards of care

#### **Measurement goal**

- Patients are happy with the level of care they receive in group visits
- Patients will use group visits on an ongoing basis
- Patients are self-managing
- GPs and staff are happy with the level of care the patients receive

### ***What action can we test that will result in a small improvement towards our goal?***

#### **Change concepts and ideas to test that will improve on the item you are measuring**

- Identify patients with chronic conditions
- Flag patient charts with colour coding or add to patient registry
- Optimize care by redeploying staff to perform non-medical procedures
- Standardize examination rooms and equipment

## Action Plan

### *How will we manage the improvement project?*

#### **Ground rules for working through this improvement**

All staff to attend planning session and agree on goals and desired outcomes

#### **Roles and responsibilities**

MOA to identify patients who are suitable candidates for a group visit

Reception staff to invite patients to group visit

GP to encourage individual patients to attend group visit when invited to one

MOA to ensure that a room is booked, charts are pulled, and all necessary tests are completed before the group visit

#### **Realistic schedule**

All staff to agree on key dates for implementing the plan

#### **Key dates**

<b>Plan</b>	Patients identified by	July 10
	Timeline for action plan completed by	July 31
	Plan in place by	August 10
<b>Do</b>	Organize lab work to be completed.	
	Start inviting patients to group visit on	August 15
	Group visit to take place on	September 15
<b>Study</b>	Assess changes and determine areas for improvement	October 1 – 30
<b>Act</b>	Plan and implement any further changes by	November 10

(Adapted from Interior Health Authority)