



PHYSICIAN PRACTICE  
IMPROVEMENT PROGRAM

## Action Plan Template

Identify up to three opportunities for improvement that would be beneficial to you or your group.

	Goal
1. What is the opportunity or gap?	Implicit bias may be affecting my medical decisions and patient outcomes.
2. What is your SMART goal?	Decrease implicit bias in myself and my team over the next year.
3. Who will lead the change?	Physician and office manager.
4. Who will help implement the change and how will they need help?	Each team member will need to engage in self-reflection and change. They will need to be supported by facilitation, leadership and resources.
5. How will you identify the root causes of the issue?	Each team member should complete implicit bias modules and aggregate scores should be communicated by a facilitator to the group. Opportunity to meet 1:1 with the facilitator could be extended.
6. Considering root causes, what is a potential intervention which may be tested to improve the challenge you are facing?	Monthly educational meetings: presentation of "non-stereotypical" patient cases, inter-cultural presentations, review a National CLAS resource.
7. What resources are needed?	Implicit bias training modules for all team members, time for facilitated individual and group reflection, scheduled meetings
8. What is the timeline?	Start immediately with plan to re-evaluate at 6 months and at a year.
9. What barriers may compromise success?	Time constraints, resistance
10. What strategies will you employ to mitigate the barriers identified?	Be open to coaching as required
11. How will achieving the goal be identified or measured?	Can re-evaluate by further implicit bias scoring as well as considering adding patient feedback regarding perceived bias
12. What strategies will you employ to evaluate and sustain the change?	Implicit bias testing every 6 months and regular intercultural exchange. Consider EDI in hiring practices.



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