



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?	Initial review of learner feedback data reveals an average score of 3/5 for the item "My preceptor is providing feedback frequently." compared to an overall average score of 4.5/5.
2. What is your SMART goal?	Provide learners with more regular feedback and have them recognize the feedback. Move from a 3/5 rating to a 4/5 over the next year.
3. Who will lead the change?	Physician preceptor.
4. Who will help implement the change and how will they need help?	Learners will help to set aside dedicated time to receive and reflect on feedback. An experienced preceptor colleague or site academic director will serve as a facilitator for change.
5. How will you identify the root causes of the issue?	Meet with colleague (facilitator) to review the data (scores and comments) from preceptor evaluations then work together to develop possible interventions. Potential root causes may include: <ul style="list-style-type: none"> • limited time due to busy schedules. • preceptor is providing regular feedback to learners but may not be recognized as such when it is outside of formal reviews or not documented as "field notes"
6. Considering root causes, what is a potential intervention which may be tested to improve the challenge you are facing?	<ul style="list-style-type: none"> • Schedule dedicated short feedback sessions at a mutually agreed frequency. • Intentionally recognizing feedback when it is given (i.e., "I would like to give you some feedback...") • Complete field notes daily and review with learner.
7. What resources are needed?	Time for feedback. Access to online field notes.

	Goal
8. What is the timeline?	Begin immediately with existing learners and discuss expectations at the start of each new rotation.
9. What barriers may compromise success?	Forgetting to give feedback especially when behind in clinic. Reluctance to deliver negative feedback.
10. What strategies will you employ to mitigate the barriers identified?	<ul style="list-style-type: none"> • Set reminders on the phone to provide feedback. • Save bookmarks on devices to make field note entry easier. • Explicitly grant learners permission to ask for feedback if they have not received any by the end of the day. • Enhance teaching skills through professional development workshops offered by the faculties of medicine: <ul style="list-style-type: none"> ▪ https://www.ualberta.ca/medicine/resources/faculty-and-staff/faculty-development/professional-development/teaching.html ▪ https://cumming.ucalgary.ca/office/ofdp/programs-and-workshops/what-do-we-offer
11. How will achieving the goal be identified or measured?	See an increase in the ratings for feedback frequency on preceptor evaluations.
12. What strategies will you employ to evaluate and sustain the change?	Periodic check-ins with learners to ensure they are receiving adequate feedback.