



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?	Physicians have raised concerns about how the group responds to clinically important results which are received after the patient has left the emergency department, walk in clinic or urgent care. With the increase in unattached patients, they no longer feel it is sufficient to direct the patient to follow up with their family physician.
2. What is your SMART goal?	To improve follow up of abnormal results and decrease the burden on individual physicians.
3. Who will lead the change?	Physicians.
4. Who will help implement the change and how will they need help?	EMR support will need to be engaged. CMPA educational supports will need to be engaged.
5. How will you identify the root causes of the issue?	Lack of a clear protocol to establish responsibility for tests ordered which are received after the initial clinical encounter is complete has led to a range of physician practices for following abnormal results.
6. Considering root causes, what is a potential intervention which may be tested to improve the challenge you are facing?	Improve shared understanding of responsibility by reviewing CPSA's Standard of Practice for Continuity of Care, engaging CMPA to deliver a Test Results Follow-up Workshop, and create a protocol to appropriately re-direct results to the designated physician, leveraging EMR functionality.
7. What resources are needed?	EMR in-service. Dedicated time. Opportunity to give feedback on the protocol.
8. What is the timeline?	One year.
9. What barriers may compromise success?	Reluctance to trust the protocol to ensure appropriate follow up. Unwillingness to take on an additional role of follow up for results of tests ordered by other physicians.

	Goal
10. What strategies will you employ to mitigate the barriers identified?	Ongoing conversations, facilitation and willingness to confront shortcomings in the proposed protocol.
11. How will achieving the goal be identified or measured?	Establish a reporting system to track missed follow ups when they are discovered. Monitor monthly and report out the numbers.
12. What strategies will you employ to evaluate and sustain the change?	Emphasizing the improvement to patient safety and reduction of medicolegal risk as well as reporting on monthly numbers.