



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?	Complaints response takes months to respond in clinic.
2. What is your SMART goal?	By the end of December 2024, Complaint resolution process will be developed.
3. Who will lead the change?	Physicians
4. Who will help implement the change and how will they need help?	Multi disciplinary team (physicians, Nurses, Healthcare Aids, Receptionist etc.)
5. How will you identify the root causes of the issue?	Currently there is no process. Staff is trying to respond to complaints as and when they have time. No follow up to the patients who complained to close the loop.
6. Considering root causes, what is a potential intervention which may be tested to improve the challenge you are facing?	Development of new complaint process with defined timelines and education of the new process to the staff.
7. What resources are needed?	Continuous Improvement Specialist/ Quality Manager, Time
8. What is the timeline?	By the end of December 2024, New process of complaint resolution will be developed. All staff will be educated by the end of January 2025.
9. What barriers may compromise success?	Time constraints, new process
10. What strategies will you employ to mitigate the barriers identified?	Dedicated time.
11. How will achieving the goal be identified or measured?	Complaints will be closed within defined time frame and loop will be closed by following up with the patient
12. What strategies will you employ to evaluate and sustain the change?	Ensuring all the staff is educated about this new process and regular random audit to be performed.