



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?	50% of 20 randomly-selected charts have incomplete health context information and do not meet the CPSA Standard of Practice for Patient Record Content.
2. What is your SMART goal?	Improve documentation the current problem list and medication list of the cumulative patient profiles so that 75% are complete in 1 year on repeat chart review.
3. Who will lead the change?	The attending physician.
4. Who will help implement the change and how will they need help?	Medical office assistants, receptionists, nurses, and patients. They will need direction, documents and time to complete the work.
5. How will you identify the root causes of the issue?	Limited physician time is identified as a root cause for incomplete cumulative patient profiles.
6. Considering root causes, what is a potential intervention which may be tested to improve the challenge you are facing?	A potential intervention would be to involve the team to provide a questionnaire to patients in the waiting room to collect their health information and using it to update the patient record.
7. What resources are needed?	A patient questionnaire to update the Cumulative Patient Profile. Receptionist, MOAs, RN and physician time to collect and update the Cumulative Patient Profile.
8. What is the timeline?	Initiation of changes can begin within 1 week. The proposed work will be ongoing.
9. What barriers may compromise success?	Limited time for office staff and physicians. Patient disabilities (mental or physical) that may impair completion of questionnaire.
10. What strategies will you employ to mitigate the barriers identified?	<ul style="list-style-type: none"> <li>○ Encourage use of the electronic patient portal to send and receive the questionnaire.</li> <li>○ Approach only a realistic and manageable percentage of all the patients seen in a day (e.g. 50%).</li> </ul>

	Goal
	<ul style="list-style-type: none"> <li>○ Engage the PCN to provide assistance.</li> </ul>
11. How will achieving the goal be identified or measured?	Periodic chart audits to assess the completeness of the cumulative patient profile and last date updated.
12. What strategies will you employ to evaluate and sustain the change?	Schedule regular assessments (i.e. 20 charts quarterly) to monitor performance.