# Action Plan Template

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

| | Goal |
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| 1. What is the opportunity or gap? | 50% of 10 randomly-selected consult letters were not sent back to the referring physician within 30 days from the date of the consult. |
| 2. What is your SMART goal? | Improve office processes to facilitate more timely communication of consult letters so that at least 75% meet SOP requirements in 1 year on a 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. They will need direction and time to complete the work. |
| 5. How will you identify the root causes of the issue? | Full schedules, limited time for charting between patients, and slow typing are identified as a root cause for delays in completing letters. |
| 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 MOA to review the physician daily schedule and identify outstanding letters, creating a task/reminder in the EMR. Another intervention could be to use dictation software. |
| 7. What resources are needed? | Receptionist, MOAs, and physician time to review charts and set EMR reminders. Monetary cost associated with using dictation software. |
| 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. |
| 10. What strategies will you employ to mitigate the barriers identified? | Start with a manageable number of patients (50% of schedule) or checking q2-3 days instead of end of each day. |
| 11. How will achieving the goal be identified or measured? | Periodic chart audits to assess the timeliness of letters. |

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| 12. What strategies will you employ to evaluate and sustain the change? | Schedule regular assessments (i.e. 10 charts quarterly) to monitor performance. |