

RACE to Quality Improvement Using PCOC reports

Review

Review results to determine key areas of interest and consider key messages for dissemination

Outcome Dashboard



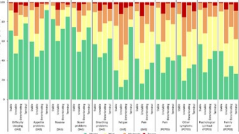
- What are the areas of achievement?
- What are the areas to improve?
- How many patients/phases of care are affected by this problem or symptom?
- Is the symptom profile or phase profile contributing to the outcome results?

Outcomes Report



- What are the areas of interest?
- How many people (N = phase) are affected by this problem / symptom?
- How do we compare to national data?
- Have we improved over time?
- Which demographic and episode level factors impact on outcomes?

Symptom Chart



- Are SAS and PCSS tools used correctly and are the symptom domains aligned?
- Do symptom scores match the phase type?
- Is there a specific symptom (or symptom within a phase) requiring targeted improvement?

Supplementary data



- Are there specific outcomes or areas to undertake a case review?
- Are there any trends or patterns? for example, common diagnosis or patients,

Act

Developing an action plan involves bringing together the findings from the review of reports.

Who needs to be involved in the action plan?

Consider the following:

- Managers
- Executive
- Boards
- Committees
- Educators
- Clinical leaders
- Quality staff

How will you develop the initial action plan?

For example:

- Quality Improvement tools
- Connecting with the PCOC community of practice

What is your intervention?

For example:

- A change in referral process
- Using scores to trigger an allied health clinical intervention
- A new information resource for patients and families
- A changed communication system or guideline

When will you implement your action plan?

Ideally an action plan should take place within 6 months as this will aid in the evaluation using PCOC reports

Communicate

A communication and dissemination plan is critical to achieving successful and sustainable improvement.

Who is the target audience for communication of key messages?

For example:

- Members of the multi-disciplinary team
- Patients, visitors
- Administration staff

What are the key messages?

- Develop key messages to communicate to your target audience.

How will you disseminate the key messages?

Key messages can be delivered in different formats. For example:

- Verbal
- Use of posters
- Video recordings
- Information leaflets

When will you disseminate key messages?

Continuous communication during the act phase and beyond will help sustain the change. This may involve a number of people in the team.

Consider who in your team needs to be involved in the communication strategy. E.g.

- One person from each discipline
- Managers (including education and quality)
- Volunteers
- Administration staff

Evaluate

Evaluation involves undertaking the review questions to evaluation improvement using the next PCOC reports.

Who will undertake the evaluation?

Is it the same team involved in the Act stage?

What are the key considerations for review?

- Celebrate success
- Evaluate interventions, if successful continue, if not, modify.
- Consider reporting and publishing improvement using PCOC's Quality Improvement Report template.