

Implementing Quality Improvement In General Practice

Consider the five steps below to implement quality improvement in general practice

1 Quality Improvement Training

Undertake foundation quality improvement training by viewing the EMPHN suite of QI training videos located on the EMPHN website.

2 Develop a Quality Improvement Plan

Develop a Quality Improvement plan to outline:

- Your Quality Improvement Goals – What you want to achieve and when?
- Your data quality measures – how will you track your improvement journey with data?
- Your team – who will be involved and how will you communicate with your practice team? What protected time will your team have to complete activities?
- Training needs – what training and support do you require to implement change?
- Quality Improvement ideas – What activities/practical steps do you plan to undertake?
- Budget – will the improvement work require a budget to implement?
- Timelines – when do you plan to complete the work?

3 Activity Period

Undertake activities to test and implement change through the Model for Improvement and PDSAs.

4 Reflect and Review

Complete a reflection report to review the success and/or challenges of activities undertaken.

5 Embedding Continuous Quality Improvement

Use the outcomes of your reflection report to identify your next improvement activity to imbed a culture of continuous quality improvement at your general practice.