

Sample Action Plan

Project Name: Adopt the CDM Toolkit

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Action Plan

What are we trying to accomplish?

Purpose of project

Maximize the number of diabetes patients with current lab data

Improvement goal

Meet goal of 90% of diabetes patients with a current hemoglobin A1c recorded

How will we know that a change is an improvement?

Current measurement or baseline

Baseline data indicate that only 25% of diabetes patients have a current hemoglobin A1c

What we are going to measure on an ongoing basis?

Number of diabetes patients with current hemoglobin A1c as a percentage of total diabetes patients in Toolkit

Measurement goal

Improve to 50% within 30 days; and 70% within 60 days; and reach target of 90% within 90 days

What action can we test that will result in a small improvement towards our goal?

Change concepts and ideas to test that will improve on the item you are measuring

Run patient Recall Report in Toolkit for Diabetes patients

Identify all those who do not have current lab data

Have lab requisitions completed for each patient, to include all non-current lab data

Have flowsheets available for all diabetes patients for each visit, and screen for missing data

How will we manage the improvement project?

Ground rules for working through this improvement

Patient Recall Report to be printed monthly and reviewed by physician

MOA to print current flowsheets for each patient visit

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Action Plan

Roles and responsibilities

Physician arranges access to CDM Toolkit

MOA calls patients proactively to have lab tests done when tests are due

MOA keeps flowsheets updated in CDM Toolkit

Realistic schedule

Expect to meet goal of 90% within 3 months of starting process

Key dates

Plan	Barriers identified and overcome	April 1-15
	Staff roles discussed and agreed upon	April 16-30
Do	Toolkit user IDs and training requested	May 1
	Charts pulled and initial flowsheet data entry complete	May 1-15
	Flowsheets available with visit for all patients	May 30
	Monthly Recall Reports created and recall method tested	June 30
Study	Interim evaluation of results	July 15
Act	Revise/refine recall methods for next test cycle and/or choose next patient group for data entry and follow-up	July 30

(Adapted from Interior Health Authority)