PROCESS IMPROVEMENT FLOW

STEP 1

If using Portal, run the Portal Report. If not, take a sample of patients on your Data Log. Get results by physician and by office to review at the monthly staff meeting.

STEP 2

Review data with physicians, clinicians, and office staff in the monthly staff meeting

STEP 3

Identify opportunities for improvement

STEP 4

Select one or two **measures** to work on

STEP 5

Brainstorm ways to change office system to promote improvement in the selected measure(s). Go to the **Trouble – Shooting** section (#4) in the manual for recommendations.

STEP 6

In Trouble – Shooting section, **locate solutions** to the selected measure(s). Identify solution that is most realistic for your office.

STEP 7

Document step-by-step how the solution will work in your office by:

- Identifying action steps
- Assigning specific staff to action steps
- Test on the next five patients

STEP 8

Portal Manager **runs report** to review impact of test at the next staff meeting.

STEP 9

Office reviews the data and **assesses success**.

STEP 10

If data improves:

- Incorporate change into daily practice
- Continue to monitor measure at upcoming meetings

If no or limited improvement:

- Discuss potential barriers
- Revise plan; identify changes to initial solution or test new solution