



Six steps to use the Primary Care Practice Improvement Tool (PC-PIT)

Information Sheet

The PC-PIT process involves undertaking the following six simple steps:

STEP 1: Watch a 10 minute pre-recorded presentation that will explain the PC-PIT process and also how to undertake a Plan-Do-Study-Act (PDSA) cycle to complete an improvement in your practice. It will include an explanation of how your PHN will be able to support you in using the PC-PIT process and how to request this support.

STEP 2: Once you have completed the familiarisation session, you will be sent a **link to the online PC-PIT along with instructions on how to use it**. You can then **distribute the link and instructions to ALL your practice staff so they can complete the tool**.

STEP 3: ALL practice staff complete the PC-PIT by ranking how they **perceive** their practice performs against each of 13 elements which are integral to high performing practices. They do this by using a simple 1-5 sliding Likert scale. All answers are **confidential**. You and your staff will have 2 weeks (10 working days) to complete the online PC-PIT.

STEP 4: When you and as many of your staff as possible, have completed the online PC-PIT, you will be provided with the **Evidence-based Practice Form**. You will be able to complete this form yourself or with the support of a Practice Nurse. Dr Lisa Crossland from Mater-UQ PC-PIT team will provide any additional support you may need. This is a paper-based form which asks you to identify and cite **evidence in your practice to support the same set of elements contained in the online PC-PIT**. It enables a comparison to be made between **how your practice staff perceive and score the elements integral to high performing practices and how the same elements are supported using the documented evidence in your practice**. Send back the completed form to Dr Lisa Crossland who will score each of the elements using a similar 1-5 Likert scale, based on the evidence and information you provide.

STEP 5: Dr Lisa Crossland will prepare a confidential **PC-PIT Report** for your practice. This report will contain an **aggregated** score for your whole practice for each of the PC-PIT elements and also the scores from your Evidence-based Practice Form. If you have more than 15 staff, it may also be possible to group the staff PC-PIT scores. For example – all the scores grouped by clinical versus administrative staff or the scores of permanent versus contracted staff. In order for practice staff to rate the PC-PIT elements as honestly as possible, all staff identities will remain completely **confidential**.

STEP 6: Your **PC-PIT Report** will be sent back to you and your principal GP. It will contain information **about how to interpret the lower and higher scoring elements and understand any differences between your staff PC-PIT scores and the scores from the Evidence-based Practice Form**. You will be able use this report to assist you to work with your staff to choose an area you



wish to improve and undertake. In addition you will receive the **Plan-Do-Study-Act (PDSA) form**. The PDSA approach guides you in planning the **specific area** you decide to improve, the **strategies** you will use and the **timeframe** within which you will make the improvement; **measures** to ensure the improvement has been made; and which staff have the **responsibility** for carrying out the activities to achieve the improvement. You can then undertake the improvement.

With your consent, **your COORDINARE Health Care Consultant will provide any external support you need.**

You will also gain access to an **additional suite of online, validated and free-to-access tools and resources which support the PC-PIT elements** and which are designed to assist you to achieve your chosen improvement. The tools have been selected by an advisory panel of GPs and Practice Managers. If you would specifically like to review areas of **patient-centred and coordinated care**, Dr Lisa Crossland will provide you with a paper copy of a tool designed for this and instructions on how to complete it.

