

# Emergency and Disaster Management



Quality  
Improvement  
Toolkit for  
General Practice



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COORDINARE acknowledges that this resource has been adapted from the Disaster Prepare Toolkit developed by Brisbane South PHN and Disaster Management resources developed by Nepean Blue Mountains PHN.

Please note: due to constant developments in research and health guidelines, information in this document may be subject to change. Please contact [info@coordinare.org.au](mailto:info@coordinare.org.au) if you have any feedback regarding the content of this document.

# 1. Aim of this toolkit

*To review your practice systems in the context of disaster management to ensure practices are prepared, can respond, and recover from emergency disasters.*

Emergency disasters are unpredictable, destructive and can strike at any time. General practice is a critical service in Australia and in an emergency demand for services will rise. Ensuring general practice is prepared, can respond, and will recover from unexpected disasters will reduce the overall impact on the community.

This toolkit aims to help practices identify and implement processes to prepare, respond and recover from an emergency or a disaster. This toolkit is part of a suite of toolkits and is not intended to replicate work already done, but to use the outcomes of that work to enable practices to be prepared and proactive in the management of emergencies and disasters.



Key questions to consider, which will be explored throughout this toolkit



Who are the key people responsible for disaster preparedness in the practice?



Who are the key people responsible to communicate important messages to practice staff and patients?



Who has responsibility to ensure staff health and wellbeing is maintained?

## 2. The Quality Improvement Methodology (QIM)

As part of the Sentinel Practices Data Sourcing (SPDS) Project COORDINARE has developed a structured but simple population health approach to continuous quality improvement. The quality improvement methodology and SPDS program outcomes, as well as perceived impact, have been detailed in a peer-reviewed publication in one of the most respected Australian journals within the general practice and primary care context. You can review the publication [here](#)<sup>1</sup>.

The methodology uses SMART goal setting as the overarching framework to ensure goals are specific (S), measurable (M), achievable (A), realistic (R) and time based (T), and consists of four fundamental components that are essential for guiding improvement.



This QI toolkit is designed to support your practice to make easy, measurable and sustainable improvements to provide best practice care for your patients. The toolkit will help your practice complete QI activities using COORDINARE's continuous Quality Improvement Methodology (QIM).

Throughout the toolkit you will be guided to explore your data to understand more about your patient population and the pathways of care being provided in your practice. Reflections from the module activities and the related data will inform improvement ideas for you to action using the QIM.

<sup>1</sup> Abhijeet Ghosh, Elizabeth Halcomb, Sandra McCarthy and Christine Ashley (2020) Structured yet simple approaches to primary care data quality improvements can indeed strike gold. *Australian Journal of Primary Health* 27(2) 143-151.



## Step 1: Define and analyse

- ▶ Undertake **baseline data cleansing** and initial **clinical auditing**. This will help ensure your practice has high quality data and help you to **identify** what needs improving.
- ▶ Take the time to **understand** what your **current processes** are, **what** the problem is and **why** there is a problem. By doing this you can **define** your improvement goal(s).
- ▶ Set realistic objectives which are specific, measurable, realistic and have a defined time-frame (**SMART**). Use **plain language** and avoid jargon so that the meaning is clear to everyone.



## Step 2: Plan and implement

- ▶ Achieving improvements requires the collaborative effort of the entire practice team and all members of the team should feel empowered to contribute.
- ▶ It is important to obtain all of practice support and in doing so, to develop a shared vision for quality improvement and the patient outcomes the practice is looking to achieve.
- ▶ Make sure you identify a staff member who is dedicated to leading the work. They will be the Practice Champion.
- ▶ As a team you need to agree on what you will measure. This should be guided by the needs of your practice population or by your business priorities. These could be based on practice data e.g. Clinical Audit Tools and clinical database audits, near misses and patient and/or staff feedback.
- ▶ If you need help identifying the needs of your practice population, you can contact your Health Coordination Consultant to assist you in looking at your practice data.



## Step 3: Document and communicate

- ▶ Map out and write down your idea for improvement.
- ▶ It is good practice to ensure internal processes are aligned with the steps and stages of the Improvement Plan. This will ensure everyone in your practice has a consistent approach to quality improvement and help your practice embed quality improvement as business as usual.
- ▶ Any issues, concerns or 'red flags' should be communicated across the entire practice team in team meetings or team huddles.
- ▶ Remember to celebrate your wins! Sharing results and progress help keep the team focussed. A great way to do this is to display Data Quality Snapshot Reports for all practice staff to see. If you need a hand with this you can contact your Health Coordination Consultant.

### ✓ Helpful tips

Using COORDINARE's Improvement Plan ensure you document:

- ▶ What issues you found in the planning stage when you reviewed the practice data?
- ▶ Which of the issues will your practice work on?
- ▶ What is your baseline measure?
- ▶ What is the SMART goal to achieve the improvement?
- ▶ When will it start and end?
- ▶ Who is the practice champion?
- ▶ How will you keep the practice team updated?



## Step 4: Monitor and evaluate

- ▶ Monitor progress as you go, acknowledge staff contributions and celebrate success, even the small ones.
- ▶ Ensure you undertake Improvement Auditing by comparing your baselines measures with more recent data auditing. This can be done monthly and filled out in the Monitoring and Revision section of the Improvement Plan.
- ▶ Participating in Benchmarking activities with your Health Coordination Consultant on a quarterly basis is another great way to monitor and review your progress.
- ▶ It is useful to reflect on what happened at the completing of the goal period. You should consider:
  - ▶ Did the activity result in an improvement?
  - ▶ If not, why?
- ▶ Did any other changes happen that you hadn't planned?
- ▶ By looking at the results you can decide whether your practice should Adapt, Adopt or Abandon the idea.

## COORDINARE provides 'The Improvement Plan' template:

### The Improvement Plan

This template supports you to identify areas for improvement, set SMART goals and monitor improvements over time



Some of the activities in this toolkit relate to the Practice Incentive Program Quality Improvement (PIP QI) measures. Keep an eye out for this icon throughout the toolkit.

## 3. Where to go for more support

Your Health Coordination Consultant (HCC) can provide support to undertake the activities in this toolkit. You can contact your HCC directly or via these details.



[info@coordinare.org.au](mailto:info@coordinare.org.au)



1300 069 002

## 4. HealthPathways

[HealthPathways](#) is a free web-based portal designed to support health professionals in planning patient care through primary and secondary health care systems within the local region. It will help you manage and refer your patient to the right care, in the right place, at the right time.

HealthPathways content is developed collaboratively by general practitioners, hospital clinicians, and a wide range of other health professionals. They are designed to be efficient, simple and quick for GPs to use. HealthPathways are tailored to best meet the needs of the local communities and aim to help GPs support their patients by outlining:

- ▶ the best management and treatment options for common medical conditions
- ▶ information on how to refer to the most appropriate local services and Specialists
- ▶ educational resources and information for patients to enable better self-management of health.

### There are Pathways for general practice disaster planning and management

Within South Eastern NSW there are two different HealthPathways initiatives supporting each Local Health District. To access them use the links below.

#### ACT and Southern NSW

Username: together  
Password: forhealth

#### Illawarra Shoalhaven

Username: connected  
Password: 2pathways

## 5. How to use this toolkit

There are checklists included in this toolkit that will guide you and your practice.

- ▶ Use this toolkit to guide you along the journey.
- ▶ Set yourselves timelines to achieve your goals.
- ▶ Consider potential internal or external factors that could impact the activity and factor these into your planning e.g., accreditation preparation, staff leave (planned or unplanned), global pandemic, influenza vaccination season.
- ▶ Review your progress regularly.
- ▶ If you find your process is not working and you are not seeing improvements, then review your process and start again.
- ▶ **Please note:** This toolkit is intended to be used in 3 stages firstly in preparation for a disaster, secondly to review your response and third, to support recovery. It is important that the practice has a team approach to establishing priorities to ensure vulnerable populations receive the care they need.



[Look out for this symbol](#) as a prompt to consider writing up an Improvement Plan

# 6. Disaster Management

## 6.1. Activity: Prepare

Engaging in simple emergency planning activities will ensure your practice's preparedness and confidence when responding to an emergency. Overall, practices that have an up-to-date emergency response plan will be better positioned to respond to an emergency<sup>2</sup>

**It is suggested that you meet as a practice team to discuss how you will prepare for an emergency disaster**

	Activity	Things to consider
1.	<p><b>Do you have a business continuity plan?</b></p> <p>Yes, confirm all the items under 'Things to consider' are in place and then move to the next step</p> <p><b>No, refer to the 'Things to consider' in the next column</b></p>	<p>1. Create a plan using the resources below</p> <p>Include plans for:</p> <ul style="list-style-type: none"> <li>▶ Temporary practice location</li> <li>▶ Staffing reductions</li> <li>▶ Vaccine storage (cold chain policy and procedure)</li> <li>▶ Insurance and financial documents stored offsite</li> <li>▶ IT back up e.g. (telehealth, electronic prescribing, technology and phone management)</li> </ul> <p>2. Ensure a person in the practice has responsibility for updating and reviewing your plan</p> <p>Who is this and what is their role?</p> <p><b>Further information and resources:</b></p> <ul style="list-style-type: none"> <li>▶ <a href="https://www.sesemergencyplan.com.au">Emergency Business Continuity Plan NSW State Emergency Service (sesemergencyplan.com.au)</a></li> <li>▶ <a href="#">Business Continuity Plan: Example &amp; How to Write   SafetyCulture</a></li> <li>▶ <a href="#">Computer-and-information-security.pdf (racgp.org.au)</a></li> </ul>
2.	<p><b>Do you have an emergency response plan?</b></p> <p>Yes, confirm all the items under 'Things to consider' are in place and then move to the next step</p> <p><b>No, refer to the 'Things to consider' in the next column</b></p>	<p>1. Appoint an emergency management coordinator or committee.</p> <p>Complete      Date:</p> <p>Allocate the coordinator or committee to create an emergency response plan using the resources below. Include:</p> <ul style="list-style-type: none"> <li>▶ Emergency risk assessment</li> <li>▶ Loss of power plan</li> <li>▶ Evacuation and relocation plan</li> </ul> <p>2. Ensure the coordinator or committee has responsibility for updating and reviewing your plan</p> <p>Agree on a timeframe:</p> <p>3. Do you have an emergency kit stocked?</p> <p>Yes – Last stocktake</p> <p>No – Agree on a timeline and allocate task to coordinator or committee</p>

2. RACGP *Managing emergencies in general practice, A guide for preparation, response and recovery*, Updated June 2017  
[Managing-emergencies-in-general-practice.aspx\(racgp.org.au\)](https://www.racgp.org.au/Managing-emergencies-in-general-practice.aspx)

	Activity	Things to consider
2.		<p><b>Further information and guidance:</b></p> <ul style="list-style-type: none"> <li>▶ Access the RACGP emergency planning tool here: <a href="https://erpt.racgp.org.au/">https://erpt.racgp.org.au/</a></li> <li>▶ <a href="#">COORDINARE's General Practice Emergency Response Plan</a></li> <li>▶ Risk assessment support, section C3.1 <a href="#">Standards-for-general-practices-5th-edition_1.pdf.aspx (racgp.org.au)</a></li> <li>▶ <a href="#">National Disaster Risk Reduction Framework</a></li> <li>▶ Emergency kit - See page 6, section 1.4 of: <a href="#">Managing-emergencies-in-general-practice.pdf (racgp.org.au)</a></li> </ul> <p>See HealthPathways</p> <ul style="list-style-type: none"> <li>▶ <a href="#">Illawarra-Shoalhaven HealthPathways - Disaster Planning and Management</a></li> <li>▶ <a href="#">ACT-Southern NSW HealthPathways - Disaster Planning and Management</a></li> </ul>
3.	<p><b>Do you have a communications plan?</b></p> <p>Yes, confirm all the items under 'Things to consider' are in place and then move to the next step</p> <p><b>No, refer to the 'Things to consider' in the next column</b></p>	<ol style="list-style-type: none"> <li>1. Have you created phone, email, and website templates to be communicated in an emergency? <ul style="list-style-type: none"> <li>Yes – Location</li> <li>No – Allocate task to coordinator or committee. Completion date:</li> </ul> </li> <li>2. Set up instant messaging for staff: <p>Complete      Date:</p> </li> <li>3. Ensure the emergency coordinator is aware of where to find up-to-date emergency information e.g., FRNSW, SES, BOM, and local council.</li> </ol> <p><b>Practice points and further information:</b></p> <ul style="list-style-type: none"> <li>▶ Instant messaging will allow quick and easy contact with staff in the event of a disaster</li> <li>▶ Creating templates will ensure your practices can quickly and easily notify patients and the community</li> <li>▶ Listen to your <a href="#">local ABC radio station</a> for the latest information</li> <li>▶ <a href="#">Emergency Alert information for NSW</a></li> </ul>
4.	<p><b>Are you prepared for new patients?</b></p> <p>Yes, confirm all the items under 'Things to consider' are in place and then move to the next step</p> <p><b>No, refer to the 'Things to consider' in the next column</b></p>	<ol style="list-style-type: none"> <li>1. Do you have a response plan for emergency patients arriving at your practice with no history or identification? <ul style="list-style-type: none"> <li>Yes – Location</li> <li>No – Allocate task to coordinator or committee. Completion date:</li> </ul> </li> <li>2. Will your practice be accepting walk-in patients during an emergency? <ul style="list-style-type: none"> <li>Yes – ensure this is communicated via email and on your website.</li> <li>No – as above</li> </ul> </li> <li>4. Do you have a process in place for triaging patients in an emergency? <ul style="list-style-type: none"> <li>Yes – Location</li> <li>No – Allocate task to coordinator or committee. Completion date:</li> </ul> </li> </ol>

	Activity	Things to consider
5.	<p><b>Do you have necessary local service, staff and patient contact details?</b></p> <p>Yes, confirm all the items under 'Things to consider' are in place and then move to the next step</p> <p><b>No, refer to the 'Things to consider' in the next column</b></p> 	<ol style="list-style-type: none"> <li>Do you have all staff contact details listed? <ul style="list-style-type: none"> <li>Yes – Location</li> <li>No – Responsibility to create list</li> </ul> </li> <li>Do you have all local response agencies and health service contact details listed? <ul style="list-style-type: none"> <li>Yes – Location</li> <li>No – Allocate task to coordinator or committee. Completion date:</li> </ul> </li> <li>Do you have contact details of local pharmacies, imaging and pathology services? <ul style="list-style-type: none"> <li>Yes – Location</li> <li>No – As above</li> </ul> </li> <li>Have you identified vulnerable patients who may need extra support? <b>This could be a PIP QI activity.</b> <ul style="list-style-type: none"> <li>Yes – Ensure contact details are up to date</li> <li>No – Responsibility to create list</li> </ul> </li> <li>Do all vulnerable patients have up to date next of kin details listed? <ul style="list-style-type: none"> <li>Yes</li> <li>No – Responsibility to create list</li> </ul> </li> </ol>
6.	<p><b>Are your staff properly trained for emergency response?</b></p> <p>Yes, confirm all the items under 'Things to consider' are in place and then move to the next step</p> <p><b>No, refer to the 'Things to consider' in the next column</b></p>	<ol style="list-style-type: none"> <li>Do all new staff receive WHS inductions including emergency response training? <ul style="list-style-type: none"> <li>Yes – Responsibility</li> <li>No – Allocate appropriate team member to implement</li> </ul> </li> <li>Have any staff completed specific formal emergency response training? e.g., MIMMS, fire extinguisher training, first aid. <ul style="list-style-type: none"> <li>Yes – Make note of staff and dates in your emergency plan</li> <li>No – Allocate coordinator or committee to find out if any staff have specific training and organise appropriate training for those who don't.</li> </ul> </li> <li>Have you created a plan for reduced staffing in an emergency? <ul style="list-style-type: none"> <li>Yes – Location</li> <li>No – Allocate task to coordinator or committee. Completion date:</li> </ul> </li> </ol>

	Activity	Things to consider
6.		<p>4. Ensure fire and evacuation drills are completed every 6 months.</p> <p>Complete      Last drill date:</p> <p>5. Are staff psychologically prepared for a disaster?</p> <p>Yes –</p> <p>No – refer to the APS information sheet <a href="#">20aps-is-preparing-for-natural-disasters.pdf (psychology.org.au)</a></p> <p><b>Further information and guidance:</b></p> <ul style="list-style-type: none"> <li>▶ MIMMS Training <a href="#">MIMMS   Disaster medical management courses, training and education</a></li> <li>▶ NSW Government <a href="#">Emergency Response Management</a></li> <li>▶ First5 Minutes <a href="#">Emergency Preparedness training</a></li> </ul>
 <p><b>After reviewing your practice's procedures for emergency response preparedness ensure you test your plans!</b></p>		<p>Plan: _____ Date: _____</p> <p>Plan: _____ Date: _____</p> <p>Plan: _____ Date: _____</p> <p>Plan: _____ Date: _____</p> <p>Highlight some of the key learnings from your disaster planning:</p> <p>Outline actions to be taken:</p> <p>Use COORDINARE's Quality Improvement Methodology (QIM) to develop your Improvement Plan</p>

## 6.2. Activity: Response

When a disaster strikes it's important to be prepared and have strong plans and processes in place to ensure your practice can respond appropriately and safely. After a disaster review your practice's response and consider what could have been done better and what processes or plans need to be implemented.

**The aim of this activity is to review your practice's response to a disaster. Use the improvement template at the end of this document to further reflect on what worked and what didn't work.**

	Activity	Things to consider
1.	Type of disaster	<p><b>Resources and support for different types of disasters:</b></p> <ul style="list-style-type: none"> <li>▶ <a href="#">Bushfires fact sheet</a></li> <li>▶ <a href="#">Flooding fact sheet</a></li> <li>▶ <a href="#">Extreme weather fact sheet</a></li> <li>▶ <a href="#">Mental health in emergencies and disasters fact sheet</a></li> <li>▶ <a href="#">Thunderstorm asthma fact sheet</a></li> </ul>
2.	<p><b>Review how your practice enacted policies and procedures throughout the disaster:</b></p> <p><b>TIP: Use the improvement plan template on page 20 to delve deeper into how your practice can better respond</b></p>	<ol style="list-style-type: none"> <li>1. Did you have an emergency coordinator or committee?           <p>Yes</p> <p>No – Who was responsible for your disaster response?</p> </li> <li>2. Was the emergency coordinator or committee's role well defined?           <p>Yes</p> <p>No – Outline what changes you would make?</p> </li> <li>3. Were emergency procedures followed by all staff? E.g., evacuations, safety measures and check ins.           <p>Yes</p> <p>No – Outline how this could be improved in the next emergency:</p> </li> <li>4. Which policies and procedures were the most useful when responding?</li> <li>5. Which policies and procedures need to be reviewed or updated?</li> </ol> <p>Allocate review and update to coordinator or committee.</p> <p>Completion date:</p>

	Activity	Things to consider
2.		<p><b>Policies and procedures that may have been enacted:</b></p> <ul style="list-style-type: none"> <li>▶ Business continuity plan</li> <li>▶ Emergency response plan</li> <li>▶ Cold chain policy and procedure</li> <li>▶ Communications plan</li> <li>▶ IT backup plan including your telehealth process</li> </ul>
3.	<p><b>Review how your practice managed logistics during the disaster:</b></p>	<ol style="list-style-type: none"> <li>1. Was your practice safe to operate or did you relocate? <ul style="list-style-type: none"> <li>Safe</li> <li>Relocate – Did any staff work remotely from home instead of the new location? <ul style="list-style-type: none"> <li>Yes –</li> <li>No –</li> </ul> </li> </ul> </li> <li>2. Did you have a reduction in staffing? <ul style="list-style-type: none"> <li>Yes – Could any changes be made to avoid this in future? <ul style="list-style-type: none"> <li>No –</li> </ul> </li> </ul> </li> <li>3. Was your internet connection disabled? <ul style="list-style-type: none"> <li>Yes – how did you run telehealth appointments? <ul style="list-style-type: none"> <li>No –</li> </ul> </li> </ul> </li> <li>4. Did you lose power? Did you use a generator? <ul style="list-style-type: none"> <li>Yes – Ensure you replace fuel and make note of any lessons learned <ul style="list-style-type: none"> <li>No –</li> </ul> </li> </ul> </li> <li>5. Were there unexpected challenges that arose? <ul style="list-style-type: none"> <li>Yes – what were your solutions? <ul style="list-style-type: none"> <li>No – What worked well?</li> </ul> </li> </ul> </li> </ol>

	Activity	Things to consider
4.	<p><b>Review your communication internally and externally throughout the disaster:</b></p>	<ol style="list-style-type: none"> <li>1. Were phone lines affected? Yes – how did you communicate with patients and staff?  No –</li> <li>2. How did you communicate your business hours throughout the disaster?  Email  Website  Voicemail</li> <li>3. Were you able to easily contact local response agencies and health services?  Yes –  No – How could this process have been streamlined?</li> <li>4. Were all staff contact details accessible?  Yes  No – Ensure up to date staff details are documented for future</li> </ol> <p>Complete</p>
5.	<p><b>Emergency disaster kit</b></p>	<ol style="list-style-type: none"> <li>1. Re-stock any items used from your emergency kit.</li> <li>2. What items were most important in your emergency disaster kit?</li> <li>3. Were there any items that would have been useful that were not stocked in your kit?</li> <li>4. Were any items out of date or unusable?</li> </ol>
 <p><b>After reviewing your practice's response to the disaster is there anything you would like to implement?</b></p> <p><b>Yes, highlight learnings and outline actions to be taken</b></p> <p>No, confirm all the items under 'Things to consider' are in place and then move to the next activity</p>		<p>Highlight some of the key learnings from your response:</p> <p>Outline actions to be taken:</p> <p>Use COORDINARE's Quality Improvement Methodology (QIM) to develop your Improvement Plan</p>

## 6.3. Activity: Recover

The aim of this activity is to support your practice when recovering from an emergency or disaster.

	Activity	Things to consider
1.	Review the impact of the practice building after the disaster:	<ol style="list-style-type: none"> <li>1. Was the practice safe to enter? Yes – No – What areas were damaged?</li> <li>2. Do you need to make a claim on your insurance policies? Yes – Responsibility  No –</li> </ol> <p><b>Further information and guidance:</b></p> <ul style="list-style-type: none"> <li>▶ Check the <a href="#">Service NSW website</a> for possible disaster business grants</li> <li>▶ Check <a href="#">COORDINARE website</a> for any new disaster recovery support</li> </ul>
2.	Undertake an internal debrief:	<ol style="list-style-type: none"> <li>1. Were any staff physically injured? Yes – Ensure a formal report is submitted No –</li> <li>2. Have staff experienced a high level of stress? Yes – Ensure proper support and leave is given No – Allow staff to access recovery services privately</li> <li>3. Check in with all staff about mental well-being.</li> <li>4. Ensure staff practice self-care and seek help if necessary</li> </ol> <p><b>Further information and guidance:</b></p> <ul style="list-style-type: none"> <li>▶ Listen to staff and allow them to take time off and access counselling</li> <li>▶ <a href="#">Self-care during and after emergencies</a></li> <li>▶ <a href="#">Promoting self-care when managing staff during and after emergencies</a></li> <li>▶ Part C – Mental health in emergencies - See page 16 – 20 of: <a href="#">Managing-emergencies-in-general-practice.pdf (racgp.org.au)</a></li> <li>▶ Resources and training at on trauma at <a href="#">Phoenix Australia</a></li> <li>▶ Contact COORDINARE to access their Employee Assistance Program (EAP) available to all general practice staff in SE NSW</li> <li>▶ View COORDINARE website for guidance on <a href="#">commissioned services</a> and further <a href="#">resources and support</a></li> <li>▶ <a href="#">Lifeline - Recovering after a natural disaster</a></li> <li>▶ <a href="#">Communication after Trauma</a> online course</li> <li>▶ <a href="#">RACGP GP Support Program</a></li> </ul> <p>HealthPathways</p> <ul style="list-style-type: none"> <li>▶ <a href="#">Post Natural Disaster Health - Community HealthPathways Illawarra Shoalhaven</a></li> <li>▶ <a href="#">Post Natural Disaster Health - Community HealthPathways ACT and SNSW</a></li> </ul>

	Activity	Things to consider
3.	<p><b>External support and training:</b></p>	<p>1. Have staff been trained in trauma informed care?</p> <p>Yes – Date:</p> <p>No – Refer to further information and guidance</p> <p>2. Ensure treating staff are aware of available mental health and trauma services for patients to access</p> <p>Complete</p> <p><b>Further information and resources:</b></p> <ul style="list-style-type: none"> <li>▶ <a href="#">Community Trauma Toolkit</a></li> <li>▶ RACGP Trauma-informed care in general practice - <a href="#">White Book Chapter 7</a></li> <li>▶ Resources and training at on trauma <a href="#">Phoenix Australia</a></li> <li>▶ Refer to General Practice Mental Health Standards Collaboration (GPMHSC) <a href="#">Trauma-informed care resource hub</a></li> </ul> <p>See HealthPathways</p> <ul style="list-style-type: none"> <li>▶ <a href="#">Illawarra-Shoalhaven HealthPathways - Disaster Planning and Management</a></li> <li>▶ <a href="#">ACT-Southern NSW HealthPathways - Disaster Planning and Management</a></li> </ul>
 <p><b>After reviewing your practice's recovery to the disaster is there anything you would like to implement?</b></p> <p><b>Yes, set goals and outline in actions to be taken.</b></p> <p>No, confirm all the items under 'Things to consider' are in place and then move to the next activity</p>		<p>Highlight some of the key learnings from your response:</p> <p>Outline actions to be taken:</p> <p>Use COORDINARE's Quality Improvement Methodology (QIM) to develop your Improvement Plan</p>

# Improvement Plan Example

## 1. WHAT ISSUES DID YOU FIND?

This is where you list any of the issues that you discovered through your initial audit. The issues could be based on practice data e.g. Clinical Audit Tools and clinical database audits, cultural audit tool, readiness tool, near misses and patient and/or staff feedback. It could also include issues or challenges identified with internal processes and workflows. Once you have a detailed list you can use it in future Improvement plans.

- Minor water damage to carpet
- Some documents were water damaged
- Practice hours reduced for one day for clean up
- Insurance policy didn't cover minor damage
- Some staff unable to attend practice due to road closures

## 2. WHAT ARE YOU TRYING TO IMPROVE?

Pick one area - Quality Improvement Measure (QIM) you are going to work on. You could pick something from the list you identified above. Other useful resources to help you pick your QIM is your benchmarking report or your Sentinels Practice Data Sourcing (SPDS) quarterly data quality snapshot.

- The damage caused to practice infrastructure by future floods

## 3. WHAT IS YOUR BASELINE?

In order to measure your improvement you need to know where you are starting from. Without measuring, it is impossible to know whether the change has resulted in an improvement.

Water was able to damage carpets, some furniture and storage boxes, resulting in the practice being unable to operate.

## 4. SET YOUR GOAL

Use SMART goal setting to ensure your goal is specific (S), measurable (M), achievable (A), realistic (R) and time based (T).

- To increase flood preparedness and safety at the practice, by introducing flood mitigation strategies by March 2023.

## 5. IMPROVEMENT PLAN – START DATE

1 October 2022

## 6. IMPROVEMENT PLAN – END DATE

1 March 2023

## 7. WHO IS YOUR PRACTICE CHAMPION

This is the staff member who is dedicated to leading the work.

The practice Principal.

## 8. WHAT WILL YOUR PRACTICE CHAMPION DO?

Provide an overview of the actions and responsibilities of the Practice Champion for the duration of the Improvement Plan

Overall co-ordination of the project,

Collaborate with practice manager to undertake a risk identification activity re potential damage to infrastructure,

Authorise purchases and repairs,

Negotiate with insurance companies.

## 9. WHO WILL BE SUPPORTING THE PRACTICE CHAMPION?

The Practice Champion should consult with the practice team to establish who else in the practice will support the activity and what their role will be. Provide an overview of the actions and responsibilities of any other staff that will be supporting the Practice Champion for the duration of the Improvement Plan.

Practice Manager - Collaborate with the practice Principal to undertake a review of risks; Contact key organisations and obtain information on flood mitigation strategies for commercial buildings in the area; Check RACGP standards; Source capital items and contractors for repairs; Review insurance policy and potentially obtain other quotes; Review storage of paper records; Co-ordinate the activities of other staff.

Practice Nurses - Review risks in the treatment rooms.

Reception - Review risks in the reception area.

## 10. HOW WILL YOU COMMUNICATE YOUR PROGRESS?

Provide an overview of how you will communicate any issues or concerns, as well as share your results and progress with both your practice team and external stakeholders like patients and COORDINARE.

Email.

Time allocated on regular team meeting agendas to provide updates to whole of team.

Folder to be established on C Drive for all staff to keep documents related to this QI activity.

## 11. HOW OFTEN WILL YOUR PRACTICE TEAM MEET?

Provide an overview of how often your practice team will meet. Consider an ongoing / recurring calendar appointment for the duration of the Improvement Plan.

Fortnightly

# Improvement Plan Template

If you are setting more than one goal, [click here](#) to download the template.

## PRACTICE NAME:

### 1. WHAT ISSUES DID YOU FIND?

This is where you list any of the issues that you discovered through your initial audit. The issues could be based on practice data e.g. Clinical Audit Tools and clinical database audits, cultural audit tool, readiness tool, near misses and patient and/or staff feedback. It could also include issues or challenges identified with internal processes and workflows. Once you have a detailed list you can use it in future Improvement plans.

### 2. WHAT ARE YOU TRYING TO IMPROVE?

Pick one area - Quality Improvement Measure (QIM) you are going to work on. You could pick something from the list you identified above. Other useful resources to help you pick your QIM is your benchmarking report or your Sentinels Practice Data Sourcing (SPDS) quarterly data quality snapshot.

### 3. WHAT IS YOUR BASELINE?

In order to measure your improvement you need to know where you are starting from. Without measuring, it is impossible to know whether the change has resulted in an improvement.

### 4. SET YOUR GOAL

Use SMART goal setting to ensure your goal is specific (S), measurable (M), achievable (A), realistic (R) and time based (T).

### 5. IMPROVEMENT PLAN – START DATE

### 6. IMPROVEMENT PLAN – END DATE

## 7. WHO IS YOUR PRACTICE CHAMPION

This is the staff member who is dedicated to leading the work.

## 8. WHAT WILL YOUR PRACTICE CHAMPION DO?

Provide an overview of the actions and responsibilities of the Practice Champion for the duration of the Improvement Plan

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Provide an overview of how often your practice team will meet. Consider an ongoing / recurring calendar appointment for the duration of the Improvement Plan.



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