

# Quality Process Improvement Plan

ICP - PTS Name	Practice Name	Office Quality Champion	Date	Opportunity Statement
<b>EXAMPLE</b>	ABC Primary Care	Jen - MA	2/1/2019	<b>1. Ensure Medicare/Medicare Advantage patients are having their annual wellness visit (AWV)</b>

## PDSA – Plan, Do, Study, Adjust

<p style="text-align: center;"><b>2. Current Process</b> <i>What is happening?</i></p> <ul style="list-style-type: none"> <li>Patients are seen every 3 -6 months for a follow up appointment</li> <li>Not all Medicare/Medicare Advantage patients are seen each year for their annual wellness visit</li> </ul>	<p style="text-align: center;"><b>5. Future Process</b> <i>What is the new process? How will it be maintained?</i></p> <ul style="list-style-type: none"> <li>Run a monthly report out of the EMR on all patients that have not been seen for an AWV in the last 12 months</li> <li>Outreach to the patients on the report and schedule their AWV (educate on importance of AWV if necessary)</li> <li>Schedule next years appointment at check out after being seen for AWV</li> </ul>
<p style="text-align: center;"><b>3. Root Cause of Problem</b> <i>Why is this happening?</i></p> <ul style="list-style-type: none"> <li>Patients call the office to schedule an appointment, they schedule at check out, or if they call the office for a medication refill and are overdue to be seen they are told they need to be seen for a visit.</li> <li>Some patients do not want a wellness visit and refuse to schedule an appointment for that visit type</li> </ul>	<p style="text-align: center;"><b>4. Countermeasures</b> <i>How can it be fixed?</i></p> <ul style="list-style-type: none"> <li>Office can track AWV's and outreach to patients who are not currently scheduled</li> <li>When patient is seen for AWV, they will schedule their appointment for the following year when checking out</li> <li>Educate patients on the importance of this visit (use AWV talking points to the patients provided in ICP Folder)</li> </ul>