

# Sample Quality Improvement Plan for ASaP+

An ASaP+ Improvement Plan is a documented set of activities aligned with the Patient’s Medical Home and designed by the team to improve the screening of modifiable factors through focused goals and actions. Additionally, it provides the practice with rich information and structure to better understand how we can collectively spearhead improvement efforts.

Every clinic will be at a different starting point when beginning to implement new processes into clinic routines. Regardless of where the practice is on the journey, a uniquely developed Improvement Plan will lay out the activities needed to move the work forward while striving to meet the practice’s goals. Use this plan as a framework to guide the work, drive measurable improvement and build capacity within. It is expected that development of this plan takes into account the needs of physicians, multidisciplinary team members, staff, patients and their healthcare experience.

This sample plan can assist in developing your own plan tailored to the needs of the clinic. Think about the activities/action items that would be appropriate at regular intervals. The goal is not to strictly adhere to predetermined activities but to have a plan in place. Use this sample plan along with the Practice Facilitator Activity Roadmap to help guide the work.

## During Implementation

Action items	Measures	Tools
<ul style="list-style-type: none"> <li>• Assess current workflows and determine how both patient flow and EMR workflows might change with the implementation of this work.</li> <li>• Configure the EMR to support measurement (if needed).</li> <li>• Discuss and set goals for the work.</li> <li>• Determine the role of each team member (i.e. who inputs data?).</li> <li>• Build EMR searches needed to export baseline measures and monitor progress. Assess where data is being entered. Is there any need to standardize data entry?</li> <li>• Discuss baseline measures for later comparison.</li> <li>• Discuss as a team what measures will help inform progress as well as what the providers and patients might find meaningful and supportive.</li> <li>• Review the ASaP+ measures form to support discussion.</li> <li>• Assess staff experience with ASaP+ implementation.</li> <li>• Share and discuss the above activities with the team.</li> </ul>	<ul style="list-style-type: none"> <li>• Panel size</li> <li>• Panel confirmation rate</li> <li>• ASaP screening rates (if appropriate)</li> <li>• ASaP+ screening rates</li> <li>• EMR data entry assessment</li> <li>• Staff experience</li> </ul>	<ul style="list-style-type: none"> <li>• ASaP+ measures form</li> <li>• EMR data entry assessment</li> <li>• ASaP+ measures instruction guide</li> <li>• ACTT website link for all ASaP+ materials</li> <li>• ASaP+ staff experience survey</li> </ul>

## At 1-3 Months...

Action items	Measures	Tools
<ul style="list-style-type: none"> <li>• Check in with the team once a month to see how the process is working. Identify and deal with barriers/challenges. Are you receiving any feedback from patients? Discuss as a team.</li> <li>• Consider process measures (how are things progressing from the baseline measures) and produce run charts to monitor progress.</li> <li>• Discuss any ongoing challenges/barriers. Does the process or workflow need to be tweaked?</li> <li>• Export chosen measures, discuss progress toward goals.</li> <li>• Assess patient experience of ASaP+.</li> <li>• Share and discuss the above activities with the team.</li> </ul>	<ul style="list-style-type: none"> <li>• Panel confirmation rate</li> <li>• ASaP screening rates (if appropriate)</li> <li>• ASaP+ screening rates</li> <li>• Number of eligible patients for brief intervention (Part 3 of the measures form)</li> <li>• EMR report</li> <li>• Patient experience</li> </ul>	<ul style="list-style-type: none"> <li>• ASaP+ measures form</li> <li>• Run charts</li> <li>• ASaP+ patient experience survey</li> </ul>

## At 6 Months...

Action items	Measures	Tools
<ul style="list-style-type: none"> <li>• Export chosen measures.</li> <li>• Review the data as a team and discuss whether achievement of goals is on track. Were goals met? If not, what are the factors that prevented you from meeting your goals? How can you adjust the process or workflow to help you meet them? Consider whether any course corrections are necessary.</li> <li>• Begin reflecting on those patients eligible for brief intervention. What observations can you make?</li> <li>• Assess staff experience with ASaP+ implementation.</li> <li>• Share and discuss the above activities with the team.</li> </ul>	<ul style="list-style-type: none"> <li>• Panel confirmation rate</li> <li>• ASaP screening rates (if appropriate)</li> <li>• ASaP+ screening rates</li> <li>• Number of eligible patients for brief intervention (Part 3 of the measures form)</li> <li>• Staff experience</li> </ul>	<ul style="list-style-type: none"> <li>• ASaP+ measures form</li> <li>• Run charts</li> <li>• ASaP+ staff experience survey</li> </ul>

## At 12 Months...

Action items	Measures	Tools
<ul style="list-style-type: none"> <li>• Export measures. Review data as a team. Are there any surprises or concerns illuminated in the data?</li> <li>• If the data does not reflect your expectations, what might explain that (do the EMR searches need further tailoring)?</li> <li>• Determine a plan for sustaining the work. Consider setting new goals.</li> <li>• Discuss if the work will be sustained in its current form. Will you keep measuring at the same intervals? Is the work now just a part of the routine work of the clinic? Can you do less frequent measurement and make room for the evolution and adoption of other work?</li> <li>• Assess patient experience of ASaP+.</li> <li>• Share and discuss the above activities with the team.</li> </ul>	<ul style="list-style-type: none"> <li>• Panel confirmation rate</li> <li>• ASaP screening rates (if appropriate)</li> <li>• ASaP+ screening rates</li> <li>• Number of eligible patients for brief intervention (Part 3 of the measures form)</li> <li>• Patient experience</li> </ul>	<ul style="list-style-type: none"> <li>• ASaP+ measures form</li> <li>• Run charts</li> <li>• ASaP+ patient experience survey</li> </ul>