

# Clinic Continuous Quality (CQI) Improvement Cycle

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**takingaction** Divisions of General Practice Network Forum 2004





# **The Continuous Quality Improvement Cycle**

## **Knox Division of General Practice**

# Division Background



**Medium Sized Catchment**

**Eastern Suburbs of Melbourne**  
(based at the foot of the Dandenongs)

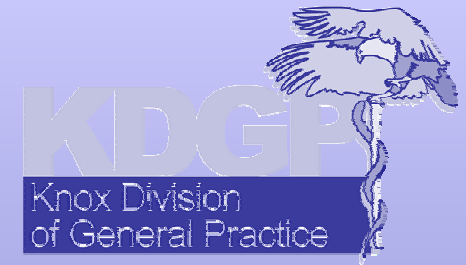
**55 Clinics**

(200 GPs, 50 Practice Managers & 48 Practice Nurses)

**Approximately 90% accreditation rate**

**Mixture of bulk billing and private fees**

# CQI Background



In recognition of the need for clinics to attain or maintain accreditation, reach best practice or legislative requirements, to identify, minimise or eliminate risk (both clinical and business) a cycle of improvement was developed, whereby clinics can assert and maintain control of environment perceived as ‘uncontrollable’.

# The Vision



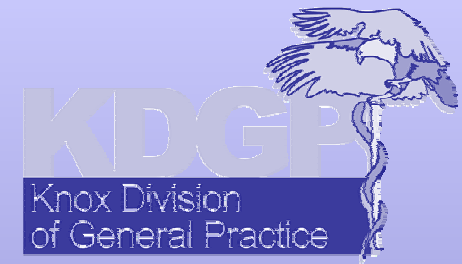
To build a cycle of interlinking processes that assist clinics to identify issues/areas of growth, of determining their importance (relative to everything else impacting their environment) and to translate these issues into discrete tasks that together form an achievable, logical plan of action.

# Intent

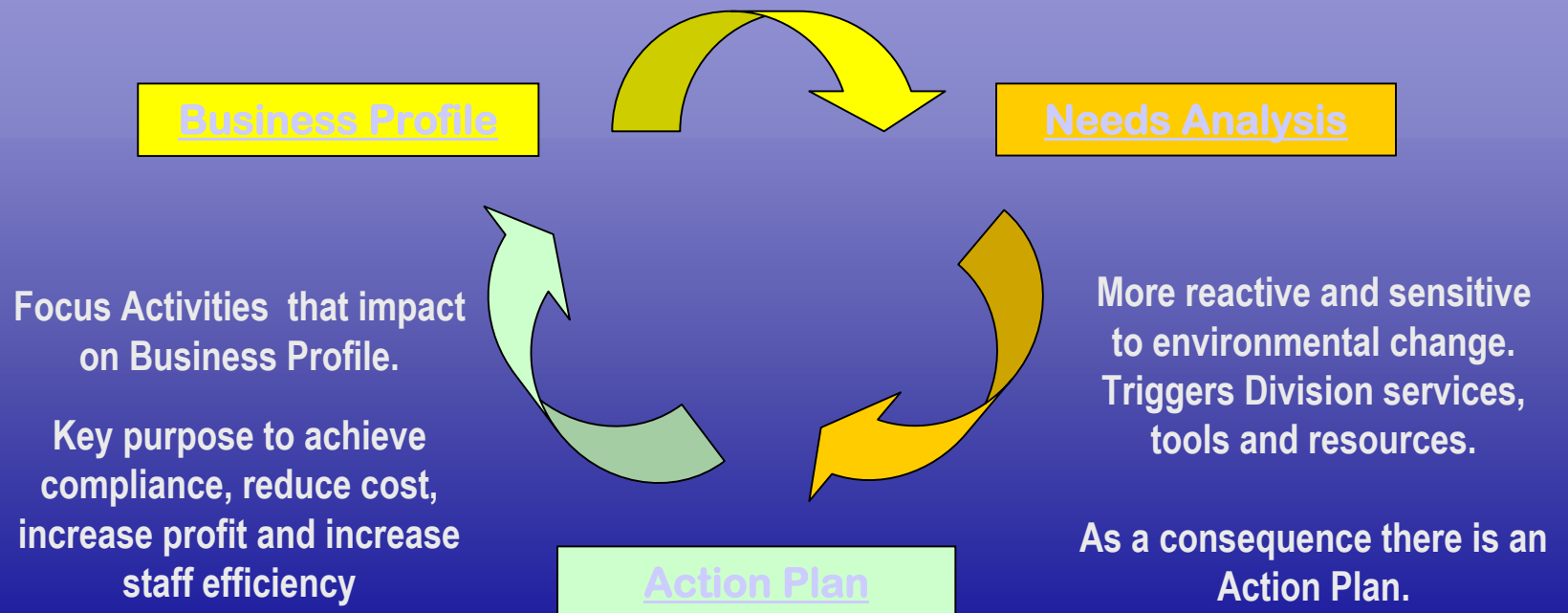


To match Knox Divisions tools,  
resources and services to the clinics  
'whole of business' opportunities.

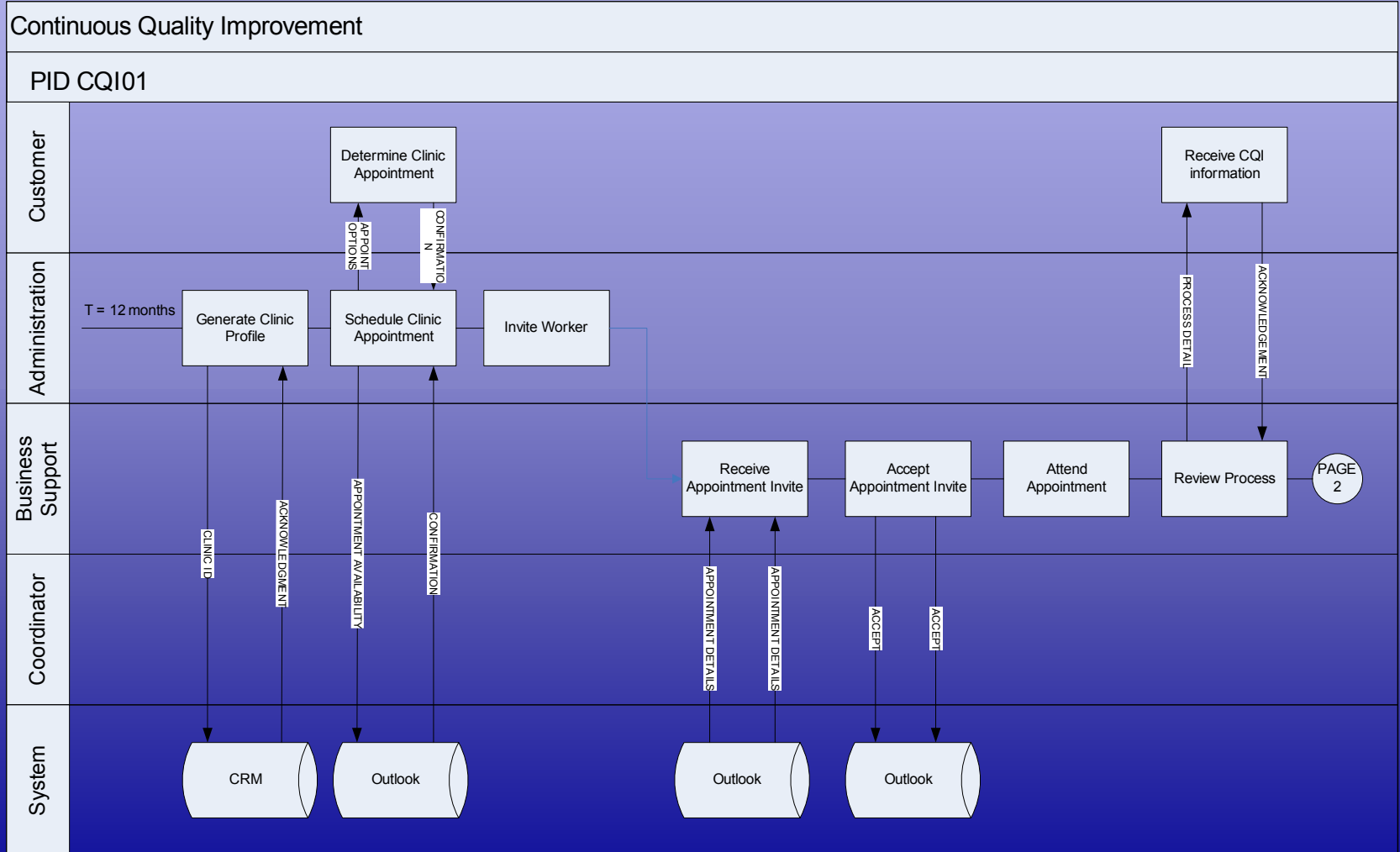
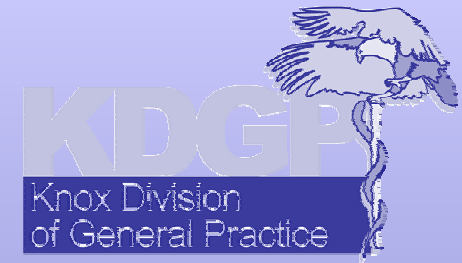
# Method



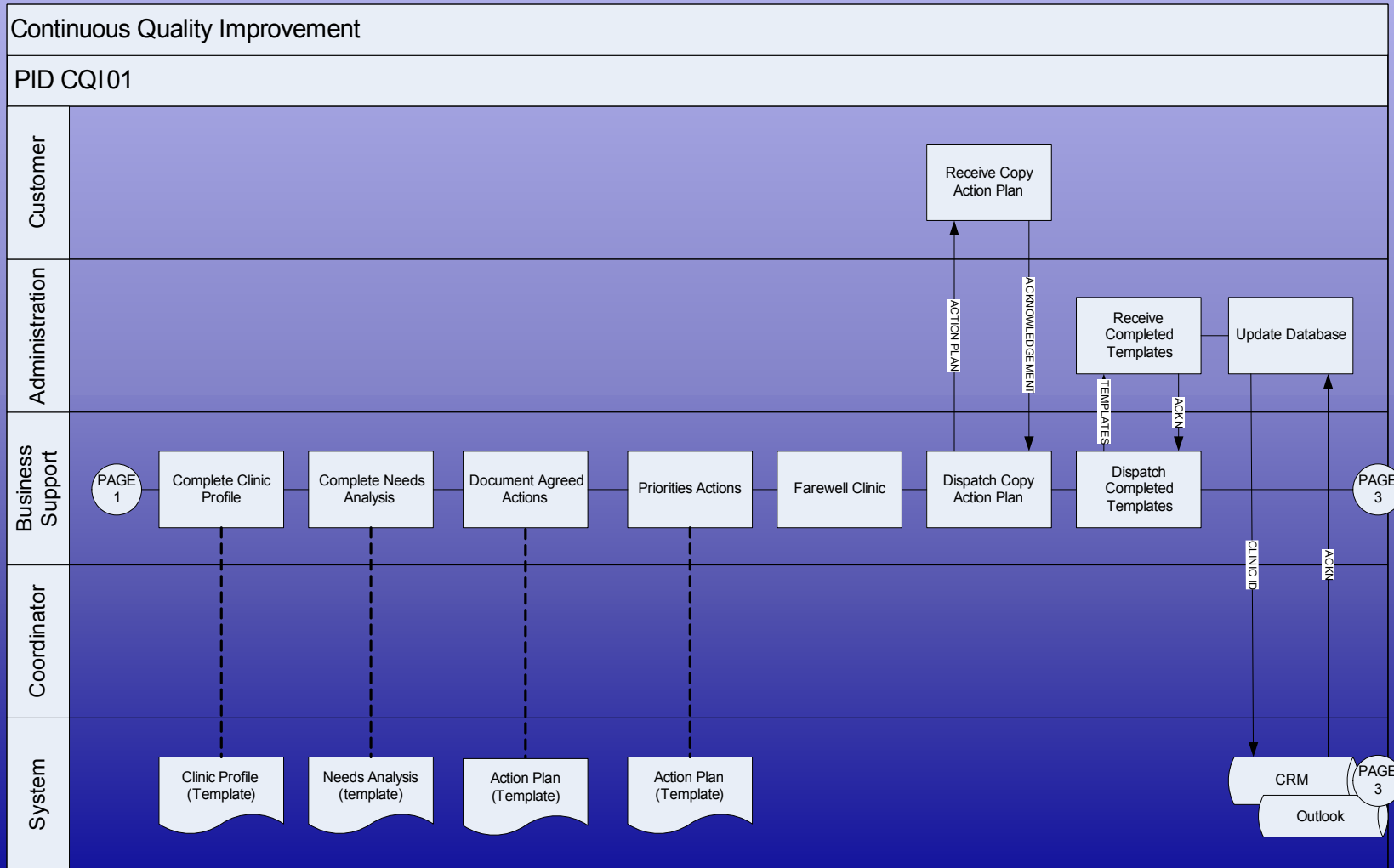
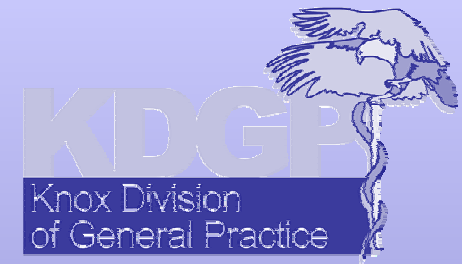
Method of gathering base line data to measure the change or impact of Action plan



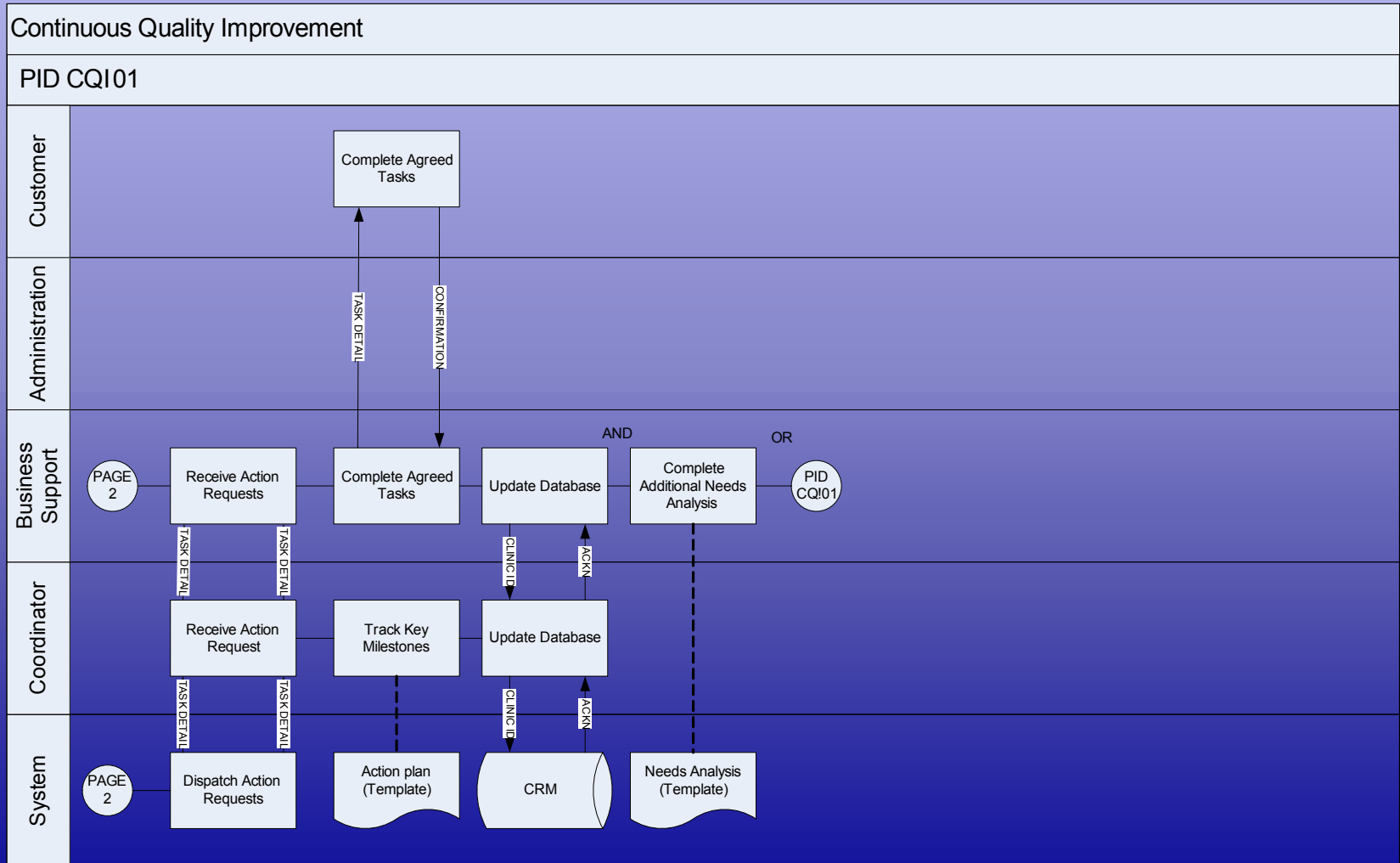
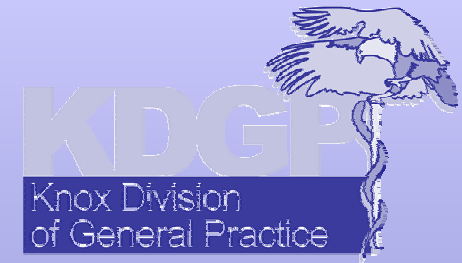
# The Process



# The Process (cont...)



# The Process (cont...)



# Conclusion



75% of clinics have been profiled

50% have completed needs analysis

46% have had at least one action plan

Clinics now have a view of where they are going, a map of how to get there as well as a commitment from the Division of tools, resources and services to ensure they meet those objectives

# Outcome



**Clinic contact is now:**

**Documented to achieve high level outcomes**

**Planned, strategic and proactive**  
(intended to meet one of their strategic objectives)

**Delivered to the right person at the right time**  
(decreasing the amount of contacts overall to the clinic)