(SAMPLE) Plan, Do, Check, Act

Issue: <u>Physician did not timely complete the History and Physical.</u>

Champion: <u>D.O.N.</u>

Goal: <u>100% History & Physicals completed in 72 hours</u>

Start date: <u>December 1, 2007</u>   Target date: <u>June 1, 2007</u>

PLAN Define the issue. Set a measurable goal. Identify the processes/practices that impact the problem. List the steps in the process. Identify potential causes of the problem. Collect and analyze the data.	**Physician does not complete H & P within 72 hours of admission 100% of the time.** **Process:** 1. Physician is notified of admission and orders obtained. 2. 24-hour medical record audit is performed. 3. 72-hour medical record audit is performed. 4. If no H & P on chart in 72 hours, medical record staff calls attending physician to remind him/her. **Potential causes:** Physician is covered by another physician. 72-hour audit not timely completed. Telephone call not made to physician. D.O.N. was not notified of failure to complete H & P. Medical Director was not contacted to perform H & P or follow-up with attending.
DO How do we solve this issue? What plan can we implement to prevent it from happening in the future?	72-hour audits must be completed 100% of the time. (Dir. Med. Rec.)

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Responsible Person	Date to Accomplish	Results
Director Medical Records	Present data at Monthly QA meeting	

When an H & P is not located during the 72-hour audit, the Medical Record staff must immediately notify the D.O.N. or designee who

	will immediately contact the attending physician and obtain their verbal commitment to see the patient within 24 hours. (Dir. Med. Rec.)
	<table><tr><td>**Responsible Person** Director Medical Records</td><td>**Date to Accomplish** Present data at Monthly QA meeting</td><td>**Results**</td></tr></table>

	If the attending physician does not see the patient or will not commit to seeing the patient within 24 hours, the Medical Director will be contact to see the patient.
	If the Medical Director is unavailable to see the patient, a new attending physician will be assigned with the patient/family's consent.
	The Medical Director will counsel the physician who does not adhere to 72-hour requirement.
	The Administrator will track the physicians who fail to meet this requirement.
CHECK Monitor the data to see if the action plan solved the issue.	Monthly validation that 72-hour Medical Records audits are being performed 100% of the time. (Dir. Med. Rec. & Administrator)
	<table><tr><td>**Responsible Person** Dir. Med. Rec Administrator</td><td>**Date to Accomplish** 10th day of every Month</td><td>**Results**</td></tr></table>
	Monthly validation that the plan is being followed 100% of the time. (Dir. Med. Rec. & Administrator)
	<table><tr><td>**Responsible Person** Dir. Med. Rec Administrator</td><td>**Date to Accomplish** 10th day of every Month</td><td>**Results**</td></tr></table>
ACT	If the desired change has not been achieved, review the actions and revise the "Do" step.
	Evaluate the need for additional education.
	Continue to monitor outcome.