

[insert org logo]

**[insert org name]
Quality Improvement
Action Plan**

[date] to [date]

[insert date of this version]

Introduction

This Quality Improvement Action Plan relates to the period [insert dates], to align with our QI program cycle. The Action Plan will be updated by [insert org name]'s QI coordinator throughout the time period to document newly identified activities and to transfer completed activities to the achievements section of this document.

Quality Improvement Program Membership

[Insert org name] is a member of [insert QI program provider name] and is undertaking the [insert name of standards (i.e. Health and Community Service Standards 6th edition or Evaluation and Quality Improvement Program (EQulP4)] Standards.

Membership commenced in [inset date]. As part of the QI cycle, [insert org name] will undertake the following phases with [insert QI program provider name]:

[Delete non-relevant cycle]

- [Phase 1 - Self assessment *[date]*
- Phase 2 - Organisation wide survey *[date]*
- Phase 3 - Self assessment *[date]*
- Phase 4 – Periodic review *[date]*

- [Internal review - *[date]*
- External review - *[date]*
- Feedback - *[date]*
- Taking action - *[date]*

[insert name of standards] Standards

The [insert name of standards] Standards are structured into [insert number of functions/sections] areas:

- [function/section name]
- [function/section name]
- [function/section name]
- [function/section name]

Each function/section area has a number of standards. Each standard has criteria or evidence questions that must be addressed.

Structure of this Quality Improvement Action Plan

This Action Plan has been structured into the three domains of:

- new activities;
- systems review; and
- policy review.

Each domain incorporates the function/section areas of the [insert name of standards] and details the activity to be undertaken, person/s responsible and time frames.

In identifying new quality improvement activities and reviewing existing systems and policies, person/s responsible should refer to the standards guides, relevant best practice/evidence guides, and other resources to inform development of the activity.

Action Plan

New quality improvement activities

Areas highlighted indicate activity is overdue or due to be completed soon.

Function/section: [insert function/section name, i.e. Building quality organisations or Service delivery]			
<i>Activity</i>	<i>Responsibility</i>	<i>Timeframe</i>	<i>Notes</i>
<i>For example:</i> Develop Emergency Evacuation Procedure	Barry Beryl	February 2011	Need to consider staff, consumers and visitors, and to cover both sites.
Function/section: [insert function/section name]			
<i>Activity</i>	<i>Responsibility</i>	<i>Timeframe</i>	<i>Notes</i>
<i>For example:</i> Develop Consumer Assessment Policy	Betsy Brian	November 2010	Refer to new outcome assessment tool.
Function/section: [insert function/section name]			
<i>Activity</i>	<i>Responsibility</i>	<i>Timeframe</i>	<i>Notes</i>
Function/section: [insert function/section name]			
<i>Activity</i>	<i>Responsibility</i>	<i>Timeframe</i>	<i>Notes</i>
Function/section: [insert function/section name]			
<i>Activity</i>	<i>Responsibility</i>	<i>Timeframe</i>	<i>Notes</i>

Systems review schedule

Function/section: [insert function/section name]			
<i>Activity</i>	<i>Responsibility</i>	<i>Timeframe</i>	<i>Notes</i>
<i>For example:</i> Board self assessment and review of action plan	Board CEO	October 2010	Distribute paper work in early September
Function/section: [insert function/section name]			
<i>Activity</i>	<i>Responsibility</i>	<i>Timeframe</i>	<i>Notes</i>
Function/section: [insert function/section name]			
<i>Activity</i>	<i>Responsibility</i>	<i>Timeframe</i>	<i>Notes</i>
Function/section: [insert function/section name]			
<i>Activity</i>	<i>Responsibility</i>	<i>Timeframe</i>	<i>Notes</i>

Policy review schedule

Reviewing and updating existing policies includes the review and update of all related procedures and supporting documents.

Function/section: [insert function/section name]			
<i>Activity</i>	<i>Responsibility</i>	<i>Timeframe</i>	<i>Notes</i>
<i>For example</i> Project Planning and Management Policy ✓ Project Planning Checklist ✓ Project Risk Analysis Guide ✓ Project Plan Template ✓ Project Advisory Group Terms of Reference Template	Billy Bob Bernice	March 2011	Need to include new risk identification table that was developed October 2010.
Function/section: [insert function/section name]			
<i>Policy and related procedures</i>	<i>Responsibility</i>	<i>Timeframe</i>	<i>Notes</i>
<i>For example:</i> Governance and Management Policy ✓ Functions and Delegations Matrix	Benny Board	October 2010	Overdue
Function/section: [insert function/section name]			
<i>Activity</i>	<i>Responsibility</i>	<i>Timeframe</i>	<i>Notes</i>
Function/section: [insert function/section name]			
<i>Activity</i>	<i>Responsibility</i>	<i>Timeframe</i>	<i>Notes</i>
Function/section: [insert function/section name]			

Quality improvement achievements

Once an identified quality improvement activity has been completed, it is recorded here to demonstrate achievements. This can then be used to inform self assessment and pre-survey assessment documents.

Function/section: [insert function/section name]	
<i>Activity detail</i>	<i>Date completed</i>
<i>For example: Travel Subsidy Guidelines developed to support staff in understanding reimbursement eligibility and process.</i>	August 2010
Function/section: [insert function/section name]	
<i>Activity detail</i>	<i>Date completed</i>
<i>For example: Risk Register and Compliance Register reviewed with Board and updated, including risks associated with new funding arrangements.</i>	September 2010
Function/section: [insert function/section name]	
<i>Activity detail</i>	<i>Date completed</i>
Function/section: [insert function/section name]	
<i>Activity detail</i>	<i>Date completed</i>
Function/section: [insert function/section name]	
<i>Activity detail</i>	<i>Date completed</i>

Reference: This is taken from the NADA Quality Improvement Action Plan Template
http://www.nada.org.au/index.php?option=com_content&task=view&id=236&Itemid=44