**PE 5: Deliverable A**

**PE 5: Improvement in Patient Experience of Primary Care Access**

Quarter 2 Template

* **Step One: Identify your baseline**

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **Question** | **# Responses** | **Question Score** |
| **1.** |  |  |  |
| **2.** |  |  |  |
| **3.** |  |  |  |

Baseline Score: *Access Composite Score (average of each question’s scores):* \_\_\_\_\_\_\_\_\_\_\_

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Population Represented:(check one) | *Adults* |  | *Children* |  | *Both* |  |

* **Step Two: Description of qualitative data collection methodology**

Please describe the methodology used to collect qualitative data directly from patients by providing details on the following:

|  |  |
| --- | --- |
| Sampling Methodology  *Examples: open-ended survey questions, focus groups, key informant interviews, etc.* |  |
| Questions Asked |  |
| Number of Patients who participated \*  *\*at minimum, must include 10 patients belonging to your clinic/group* |  |

* **Step Three: Analysis of qualitative data**

Analyze the qualitative data collected and identify 1-2 themes relevant to patients’ experience of primary care access at your organization. Please list them below.

|  |
| --- |
|  |

* **Step Four: Improvement Plan**

Based on the findings from the qualitative analysis, please submit plan for improving the patient experience of access**.** Please note regardless of your improvement plan focus, the score upon which you will be measured is the overall Access Composite score.

*Improvement Plan resources (also available on the PIP website):*

* [***http://www.safetynetmedicalhome.org/sites/default/files/Implementation-Guide-Enhanced-Access.pdf***](http://www.safetynetmedicalhome.org/sites/default/files/Implementation-Guide-Enhanced-Access.pdf)***)***

|  |  |  |
| --- | --- | --- |
| Root cause of performance | Proposed improvement activities | Date to be completed |
| * Example: Long wait times- phone | * **Example**:   + Create a new phone tree   + Flex staff schedules   + Collect data on phone demand | * **Example**: October 1st, 2017 |

Focus:Improvement plan is targeting (please check one):

|  |  |
| --- | --- |
|  | The entire organization (recommended) |
|  | Specific sites (please indicate which sites) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |