Practice:

Date: 1/1/18

I. Attendees

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| !HEAD DOCTOR!  Dr. John Smith | Care Team Members  Jane Smith |

II. Agenda Topics

Example:

1. “EMR” Meaningful Use Reports Review

2. (QARR)/HEIDIS Reports Review

3. Patient Education Materials

4. Employee Feedback on Practice Performance

5. Online Reviews – Yelp, Zocdoc, Google, and Healthgrades

6. Patient Survey Results Review

7. Barriers to Access – Wait Times

III. Goals

Identify deficiencies in !PRACTICE! performance. Create an action plan in order to improve sections with low scores.

IV. Assignments

Example:

* Work with care team members to improve patient’s use of educational materials, and change telephone workflow to rotating staff so that there are 2 people at the front desk answering phones.
* Created call back list based on “EMR” quality measure reports and QARR/HEIDIS patient call back list.
* New pediatric weight assessment counseling template added to “EMR”. Expand patient information pamphlets. Improvements in performance will be analyzed in one month for the meaningful use and quality measure reports.
* Re-train front desk to better maximize scheduling to reduce wait times for improved access.