Effective PR&CRM requires you to engage in a number of steps, creating a cycle of quality.

### The Quality Cycle

#### IDENTIFY

- Identify an issue or area for review/improvement

<table>
<thead>
<tr>
<th>Quality Cycle Stage</th>
<th>Quality Improvement Process</th>
<th>Questions to Answer</th>
<th>Example</th>
</tr>
</thead>
</table>
| IDENTIFY an issue or area for review/improvement | - Clinical experience  
- Literature review  
- Data collection | - Which area in your clinical practice requires improvement?  
- What is the rational behind this? | Inconsistent follow-up of pathology reports. Reports missing from histories or follow-up action not clearly documented. |

#### EVALUATE

- Evaluate your current performance

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| EVALUATE your current performance | - Guidelines  
- Literature review  
- Collecting data  
- Comparing results against standards  
- Audit | - How did you evaluate the situation or processes?  
- What forms the basis to the standard that you would like to achieve in this area?  
- How did you collect the data to support the need for this improvement?  
- How long did it take? | Review previous 6 months data in comparison with NH&MRC based standard. |

#### SET GOALS

- Set goals that would improve your performance

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| SET GOALS that would improve your performance | - Discussing the problem with all staff involved  
- Holding brainstorming sessions  
- Documenting plans to bring current practice into line with clinical standards | - What goals would you like to achieve?  
- How are you going to set out to achieve these goals?  
- What methods did you use?  
- How long did it take? | To develop a new tracking and documentation system in consultation with pathology laboratory, medical, nursing and reception staff. |

#### ACT

- Act on your goals

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<tr>
<td>ACT on your goals</td>
<td>- Implement change</td>
<td>- What changes have been made?</td>
<td>New tracking system implemented.</td>
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</table>

#### EVALUATE

- Evaluate the effectiveness of your action

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| EVALUATE the effectiveness of your action | - Re-audit to assess impact of changes  
- Compare outcomes with standards | - How did you re-evaluate this area?  
- What was the result of the implemented changes to your practice? | Re-audit process to ensure that improved follow-up of Pap smears has occurred. |

#### IDENTIFY

- Identify and on it goes

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<td>IDENTIFY and on it goes</td>
<td>- Refine the problem and continue to follow the quality cycle.</td>
<td>- How do you plan to monitor these changes?</td>
<td>Conduct random audit every 12 months to ensure compliance. Should any problems be identified then start the process again.</td>
</tr>
</tbody>
</table>

*Please keep a summary of your activity as verification documentation*

To claim points in the Practice Review & Clinical Risk Management category, enter the title of the activity and the amount of points on your Annual Points Claim form.

For queries, contact PR&CRM staff on +61 3 9417 1699 or prcrm@ranzcog.edu.au

Updated 20/02/08