

Improving quality in general practice using the Primary Care Practice Improvement Tool (PC-PIT) with Primary Health Network support

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Table S1. Summary of implemented quality improvement initiatives

PC-PIT element	n (%) ^a	Examples of initiatives
Patient centred care	6 (17.6)	Review of clinical policies Improved front desk patient flow (e.g. rerouting front desk calls, additional administrative staff, appointment book review, faxes as electronic) Extended after hours care Added tracking and recording of completed care plans
Leadership	1 (2.9)	Meetings with practice manger and clinical leads to discuss practice workings
Organisational management	7 (20.6)	Implementation of regular general staff meetings Amendment to position descriptions Inclusion of staff conflict resolution strategies Workplace ergonomic assessment Hired a fridge for the flu vaccines
Clinical governance	1 (2.9)	Improvement of allergy/medication alert systems
Team based care	2 (5.9)	Implementation of multidisciplinary team meetings
Information for staff	2 (5.9)	Implemented or improved communication methods for staff
Information for patients	4 (11.8)	Improved recall systems for patients for test results
Readiness for change	2 (5.9)	Quality improvement and strategic planning
Education and training	2 (5.9)	Online training webinars for clinical and non-clinical staff
Incentives	0 (0)	
Process improvement	6 (17.6)	General staff meetings to discuss problems and actions to be taken Recording of chronic and/or acute care measures
Performance results	9 (26.5)	Development of strategic planning of goals and actions Introduction of, or improvement to, data cleaning and cleansing Change or improvement to billing data and/or processes
Software and IT	2 (5.9)	Addition or improvement to software and IT systems
Other	1 (2.9)	Practice renovation and extension

Note. Some PDSAs address multiple elements; total counts will exceed the total number of PDSAs provided by practices (i.e. 34, or 2 per practice).

a. Percentages based on total PDSAs (i.e., 34 PDSA areas).