

Risk Management Program Action Plan



Complete and submit this Action Plan as your **second** activity in the 2017/2018 Risk Management Program.

Your details

Name		SM / WM Number	
Contact person		Contact number	

Your first activity

Your improvement must relate directly to the activity you have completed in the current Program and the one you select below. Which activity **HAVE YOU ALREADY COMPLETED** that prompted this Action Plan?

Workshop	Practice Self-Assessment	Complaints Self-Assessment	Ophthalmology Clinical Practice Review
<i>Topic</i>			<i>Date</i>

Your improvement

if you need more space, attach an additional sheet(s)

1. What was identified as requiring improvement?			
2. What changes to your policies, procedures or practice system did you make to address this?			
3. How will you measure the effectiveness of the improvement?			
4. Who is responsible for implementation?			
5. Has the improvement been implemented?	Yes - when:	No - but will be by:	
I declare that:	I have read, understood and complied with the Action Plan Guidelines (overleaf) The improvement documented in this Action Plan has been or will be implemented in my practice and will be complied with by me Where the improvement has been implemented by practice staff, I declare that I have personally overseen and reviewed the implementation		
Signed			Date

Submit this completed form to MIGA before 31 March 2018 by any of the methods below

Email: pracreview@miga.com.au

Fax: 1800 839 284

Mail: GPO Box 2048, ADELAIDE SA 5001

This Action Plan is a tool for improving the way you practise and for the practice you work in. When used correctly it will be very valuable to you or your practice.

Guidelines for completion

- The change or improvement **MUST RELATE** to the Workshop topic attended or an assessed gap in your practise
- It should address a gap, or gaps, that may expose you to a claim or complaint or make the defence of a claim or complaint more difficult

For example:

- *Poor follow-up systems*
 - *Privacy and confidentiality breaches*
 - *Medical record documentation*
 - *Consent processes*
- It may be an improvement or an addition to your current policies or procedures
 - You are encouraged to engage staff in the changes or improvement
 - The changes or improvements must be measurable

For example:

- *A policy has been written and incorporated into the practice manual*
 - *Medical records will be audited every 6 months and the results reviewed*
 - *Patient satisfaction surveys will be conducted 4 times a year and discussed at the practice meeting*
- MIGA **WILL NOT ACCEPT** an Action Plan on which the proposed improvement is not measurable

For example, the following are not acceptable:

- *"I will self-analyse"*
- *"Staff will inform me"*
- *"I will think about this during a consultation"*
- *"I will be more aware".*

Workshop Action Plans

If, during an MIGA workshop, you realise that you may be at risk of a claim or complaint because there is a gap in what you do, an Action Plan documents what you are going to do about it.

The Action Plan **CANNOT** be completed and submitted on the evening of the workshop. There is no urgency but it must be submitted by 31 March 2018.

Risk Management Point values

- Following an MIGA Workshop this activity is worth 5 Points
- As part of an MIGA Practice Review this activity is worth 10 Points

Therefore it is important that it is well thought out and implemented.

If the Action Plan is not complete or does not meet the required standard it will not be accepted and you will be notified by email.

If you want some further guidance, MIGA's Risk Management team is happy to assist.