

5.2 PDSA – Team awareness, desire and readiness

Model For Improvement (MFI)

AIM		1. What are we trying to accomplish?
To increase awareness and understanding among the practice team about MyMedicare and Chronic Conditions Management (CCM) changes, while defining and documenting each team member's roles and responsibilities. This will help build readiness for change and support sustainable implementation.		
MEASURE(S)	2. How will we know that a change is an improvement?	
	<ul style="list-style-type: none"> Team members can describe the purpose and benefits of MyMedicare and CCM changes. Documented and agreed team roles and responsibilities. Feedback from the team shows increased confidence and clarity. Team reflects on the process and adapts based on shared learnings. 	
CHANGE IDEAS	3. What changes can we make that will result in improvement?	
Idea 1	Hold a team meeting or lunch catch-up to communicate MyMedicare and CCM changes	
Idea 2	Share updates via email or in the staff room.	
Idea 3	Use talking points to explore MyMedicare benefits.	
Idea 4	Facilitate discussion around CCM changes and training needs.	
Idea 5	Define, document, and review team roles and responsibilities regularly.	
Next steps:	Each idea may involve multiple short and small PDSA cycles.	

Plan-Do-Study-Act (PDSA)

Idea	Plan	Do	Study	Act
1.1	raise awareness about MyMedicare across the practice team. <ul style="list-style-type: none"> Organise a 15–30 min team meeting or informal lunch session. Share talking points and benefits of MyMedicare beforehand. Pose open questions for discussion. Who: Practice manager and GP lead When: Week 1 Where: Staff meeting room	Held the meeting, provided handouts, and facilitated discussion on MyMedicare benefits and how it may impact the practice.	<ul style="list-style-type: none"> Team showed interest but had questions about patient eligibility and enrolment. Some team members unaware of how it aligns with the practice's current strategy. Quick post-meeting feedback collected showed 80% of attendees found the session useful. 	<ul style="list-style-type: none"> Plan a follow-up FAQ session. Add a MyMedicare summary to the practice resource folder. Ensure key updates are emailed post-session.
1.2	Clearly define and document each team member's role in CCM and MyMedicare.: <ul style="list-style-type: none"> Use provided role template. Hold short 1:1 discussions with each staff member or in a small team huddle. Document and share consolidated roles with the team. Who: Practice manager When: Week 2–3 Where: In-practice meetings	Met with all team members. Used the role template to draft roles and responsibilities. Shared draft with staff via email for feedback.	<ul style="list-style-type: none"> Most team members appreciated the clarity. A few roles needed adjusting after real-world testing. Team identified gaps in CCM training during reflection. 	<ul style="list-style-type: none"> Schedule 4-week check-in to reflect on roles. Organise a short training session on CCM planning. Update and re-share finalised roles document.