

Practice systems action plan

	Area to address	Actions required	Person responsible	Date of completion	Date of review and comment	Date of review and comment
ADMINISTRATION						
Before they attend	Booking in new episodes of care: 1. Phone procedure	Establish processes Document procedure Staff education Staff feedback Other				
	Booking in new episodes of care: 2. On arrival - review data collection	Establish processes Document procedure Staff education Staff feedback Other				
When they attend	Orebro completed with initial documentation	Establish processes Document procedure Staff education Staff feedback Other				
	Verify claim status and timeframes	Establish processes Document procedure Staff education Staff feedback Other				
Ongoing	Invoicing procedures/online portal	Establish processes Document procedure Staff education Staff feedback Other				
	Billing for phone calls/other incidentals	Establish processes Document procedure Staff education Staff feedback Other				

Ongoing	Scheduling a workplace visit	Establish processes Document procedure Staff education Staff feedback Other				
	CLINICAL					
Screening/Outcome tools	Screening tool and outcome measure data collection, calculation and storage	Establish processes Document procedure Staff education Staff feedback Other				
	Completion and update of physio management plan	Establish processes Document procedure Staff education Staff feedback Other				
Expectations and goals	Setting expectations early	Establish processes Document procedure Staff education Staff feedback Other				
	Goal setting	Establish processes Document procedure Staff education Staff feedback Other				
Job	Collect details from patient, case manager and/or employer (to tailor treatment)	Establish processes Document procedure Staff education Staff feedback Other				
	Conducting a workplace visit	Establish processes Document procedure Staff education Staff feedback Other				

General	Seeking assistance from senior staff/ referral on for specialist management	Establish processes Document procedure Staff education Staff feedback Other				
	Regular communication with Dr and claims manager	Establish processes Document procedure Staff education Staff feedback Other				
	Use of capacity recommendations letter	Establish processes Document procedure Staff education Staff feedback Other				
	Restricted consultation use and application	Establish processes Document procedure Staff education Staff feedback Other				
QUALITY ASSURANCE						
	Review of treatment outcome versus predicted	Establish processes Document procedure Staff education Staff feedback Other				
	Patient feedback	Establish processes Document procedure Staff education Staff feedback Other				
	Incidence of patients referring new patients to practice	Establish processes Document procedure Staff education Staff feedback Other				