**Continuous Quality Improvement / Clinic Lab Interface LARC Site Visit Report for Coaches / Mentors**

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| **Date/Time** |  | |
| **Site** |  | |
| **Attendees** | **Leaders/Coaches** | **Site Team** |
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| **Project Summary** | | |
| **Overall Goal** |  | |
| **AIM Statement** |  | |
| **Intervention** |  | |
| **General Comments** |  | |

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| **Key Documents and Processes for Review** | |
| **CATEGORY** | **SPECIFIC DOCUMENT OR PROCESS** |
| LEARNING BOARD / QI CORNER | * Updated with Current Project Information * Elevator Speech |
| PROJECT MANAGEMENT | * Project Outline – w/ problem statement, aims, measures, & goal * Team Function – Leadership, Roles assigned, Minutes of meetings, Communication * Current State Process Map * ‘Just Do It’ List * Current Action Plan |
| TESTS OF CHANGE | * Test of Change Worksheet – current and historical |
| DATA | * Raw Data – Excel Worksheet, Actual Data Collection Sheet * Run Chart w/ Data Box & Annotation |
| DELIVERABLES | * Current project work * Report Presentation (PPT) |
| RECORD REVIEW | * Patient Charts / Records for Review * Record Review Template |

**Check completion of assigned deliverables.**

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|  | **Deliverable Completed?** | **Comments**  Include education or guidance provided. If Follow up Action Needed, Include in Action Plan below. |
| **DEFINE** | | |
| * Stakeholder analysis |  |  |
| * Team formation tools (sheet with assigned roles & responsibilities) |  |  |
| * Process mapping (current) |  |  |
| * Project Outline |  |  |
| * Problem Statement |  |  |
| * Aim Statement with timeline |  |  |
| * Elevator Speech |  |  |
| * Voice of customer |  |  |
| **MEASURE** | | |
| * Baseline Metrics - Data Collection Tool/Plan |  |  |
| * Run Chart with Data box |  |  |
| **ANALYZE** | | |
| * Analyze tools (5 whys, etc.) |  |  |
| **IMPROVE** | | |
| * Brainstorming / Impact Effort Grid |  |  |
| * LEAN / 5S |  |  |
| * The Model for Improvement - PDSA |  |  |
| * Process mapping (future state) |  |  |
| * Standard Work |  |  |
| **CONTROL** | | |
| * Control Plan |  |  |
| * Result communication |  |  |
| * Final Presentation |  |  |
| **PROJECT MANAGEMENT** | | |
| * Project Folder |  |  |
| * Learning Board |  |  |
| * Meeting Facilitation |  |  |
| * Action Plan |  |  |

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| DATA MANAGEMENT | | | | | | | | | | | | | |
| INDICATOR DATA | | | | | | | | | | | | | |
| Indicator | | **YEAR** | | | | | | | | | | | |
| **Jan** | **Feb** | **Mar** | **Apr** | **May** | **Jun** | **Jul** | **Aug** | **Sept** | **Oct** | **Nov** | **Dec** |
| 1 | # PLHIV in care on ART |  |  |  |  |  |  |  |  |  |  |  |  |
| 2 | VL Collection Targets |  |  |  |  |  |  |  |  |  |  |  |  |
| 3 | # PLHIV in care on ART who had a sample collected for VL this month |  |  |  |  |  |  |  |  |  |  |  |  |
| 4 | # PLHIV in care on ART who had a VL Test Result Recorded |  |  |  |  |  |  |  |  |  |  |  |  |
| 5 | Proportion of VL tests processed within the specified TAT (14 days) |  |  |  |  |  |  |  |  |  |  |  |  |
| 6 | # of missing results |  |  |  |  |  |  |  |  |  |  |  |  |
| 7 | # of VL tests rejected |  |  |  |  |  |  |  |  |  |  |  |  |

**Patient / Client Record Review**

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| Patient / Client # | DATE | | | | | | | |
| VL Test Ordered / Drawn | VL Recorded in Record | Clinician Noted VL / Action Taken | Enhanced Adherence Counseling (EAC) #1 | EAC #2 | EAC #3 | VL Sample Redrawn | VL Result Recorded / Action Taken |
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**Track Findings, Plan Next Steps, and Formulate Action Items**

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| **Finding/Next Step** | **Recommendation /**  **Action Item** | **Timelines /**  **By When** | **Responsible person/entity** |
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**Identify Good Practices**

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| **Good Practices Identified** |
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**Identify Challenges / Solutions**

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| **Challenges** | **Solutions** |
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**Include Photos**

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| **Photos** |
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