**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
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**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
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| * Team formation tools (sheet with assigned roles & responsibilities)
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| * Process mapping (current)
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| * Project Outline
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| * Problem Statement
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| * Aim Statement with timeline
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| * Elevator Speech
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| * Voice of customer
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| **MEASURE** |
| * Baseline Metrics - Data Collection Tool/Plan
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| * Run Chart with Data box
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| **ANALYZE** |
| * Analyze tools (5 whys, etc.)
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| **IMPROVE** |
| * Brainstorming / Impact Effort Grid
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| * LEAN / 5S
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| * The Model for Improvement - PDSA
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| * Process mapping (future state)
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| * Standard Work
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| **CONTROL** |
| * Control Plan
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| * Result communication
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| * Final Presentation
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| **PROJECT MANAGEMENT** |
| * Project Folder
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| * Learning Board
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| * Meeting Facilitation
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| * 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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