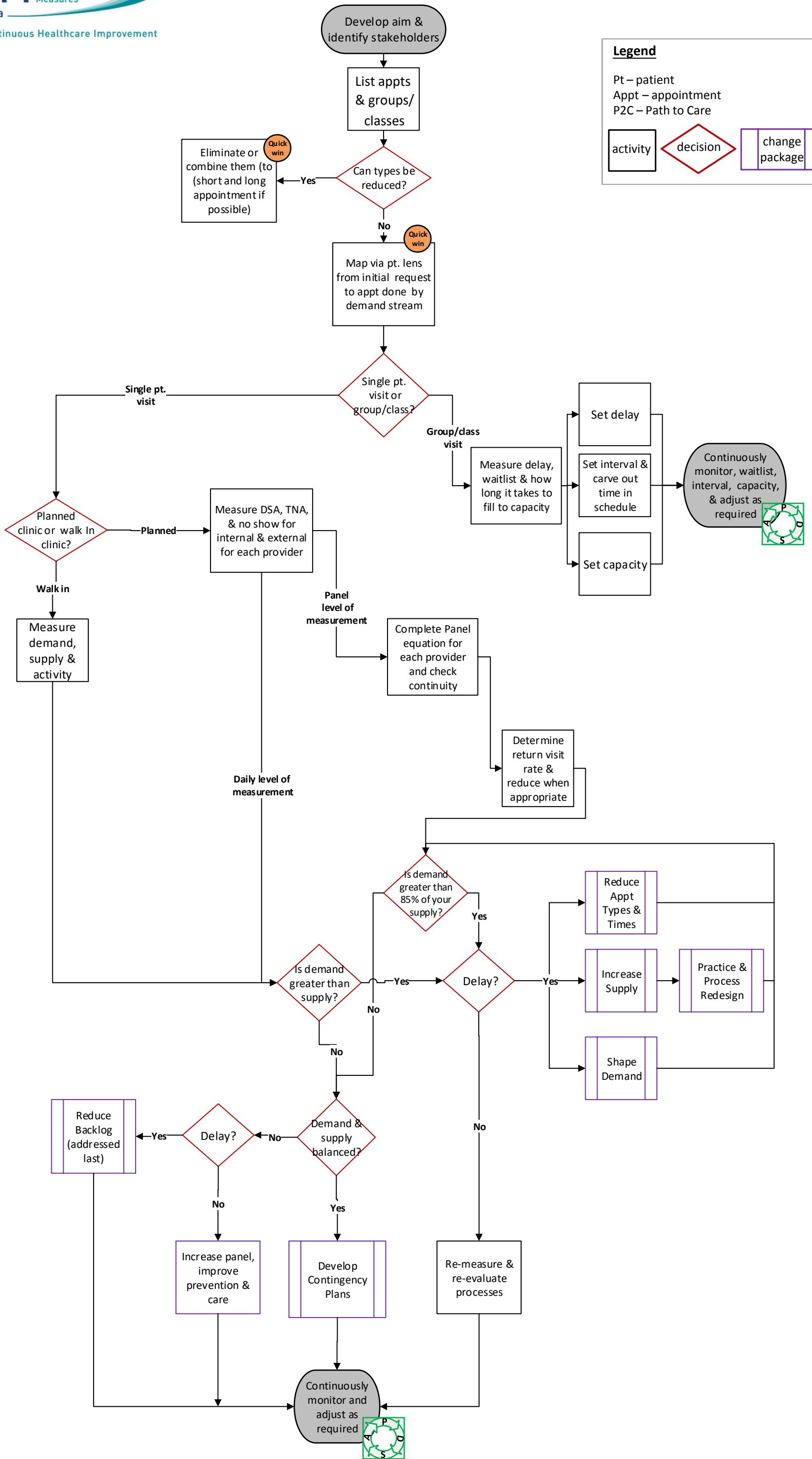


### Improvement Basics in Primary Care

**Legend**

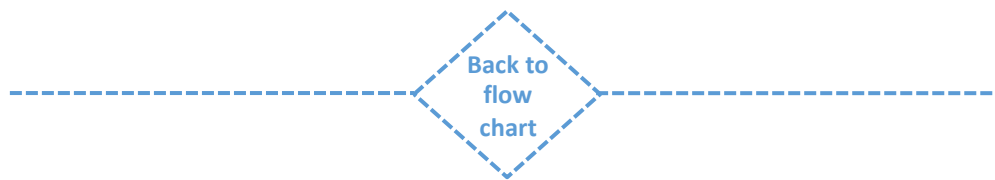
Pt – patient  
 Appt – appointment  
 P2C – Path to Care

activity    decision    change package



## Develop aim & identify stakeholders (PC#1)

Basic	Advanced
<ul style="list-style-type: none"> <li>● <a href="#">Advancing the Practice of Patient- And Family-Centered Care In Primary Care and Other Ambulatory Settings</a></li> </ul>	<ul style="list-style-type: none"> <li>● <a href="#">Answers to Your Questions About Same-Day Scheduling</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Case Managers Make a Difference</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Communications Plan Instruction - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Dating Service</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Does improving TNA have an impact on patient volume</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Fishbone/Cause and Effect - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Goals, Strategies and Expected Outcomes</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Implementing and Sustaining Changes - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Improving Timely Access to Primary Care - Case Studies of the Advanced Access Model</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Model for Improvement &amp; PDSA Info-Blast</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Optimizing Primary Care Delivery</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Patient-Provider and Staff Satisfaction Survey</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">PCN Community Engagement Tip Sheet</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Plan, Do, Study, Act (PDSA) Tips</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Quality Improvement Science Guide - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Reducing Waiting and Delays in Primary Care</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Spread Planner Tool - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Spread Primer - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Sustainability Planner: Instruction Sheet and Tool - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Teamwork Primer - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">The Myth of the Full Schedule</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">What's in it For Me? Benefits for Physicians</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Why is Access Improvement Work Difficult to Accomplish</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Writing a Problem Statement: Instruction - Health Quality Ontario</a></li> </ul>	



## List appointments and groups/classes (PC#2)

Basic
<ul style="list-style-type: none"> <li>● <a href="#">Priority and Triage Systems</a></li> </ul>

## Can types be reduced? (PC#3)

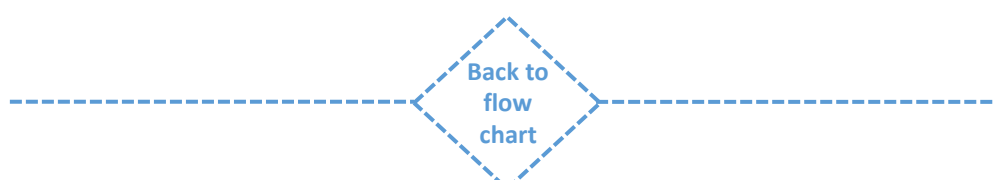
Basic	Advanced
<ul style="list-style-type: none"> <li>● <a href="#">Backlogs and Carve-Outs</a></li> </ul>	<ul style="list-style-type: none"> <li>● <a href="#">Answers to Your Questions About Same-Day Scheduling</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Carve-Outs</a></li> </ul>	<ul style="list-style-type: none"> <li>● <a href="#">Restrictions on Physicals</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Types of Appointments in Primary and Specialty Care</a></li> </ul>	

## Map via patient lens from initial request to appointment done by demand stream (PC#4)

Basic
<ul style="list-style-type: none"> <li>● <a href="#">Clinic Walkthrough Checklist - PC</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Clinic Walkthrough Instructions</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Five Levels of Mapping</a></li> </ul>

## Measure delay, waitlist and how long it takes to fill to capacity (PC#5)

Basic
<ul style="list-style-type: none"> <li>● <a href="#">Calculate days between dates</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Measuring Delay for Group Visits Classes MMA</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Panel Size - How Many Patients Can One Doctor Manage</a></li> </ul>



## Set delay (PC#6)

Basic
<ul style="list-style-type: none"> <li>● <a href="#">Case Managers Make a Difference</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Communications Plan Instruction - Health Quality Ontario</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Measuring Delay for Group Visits Classes MMA</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Plan, Do, Study, Act (PDSA) Tips</a></li> </ul>

## Set interval and carve out time in schedule (PC#7)

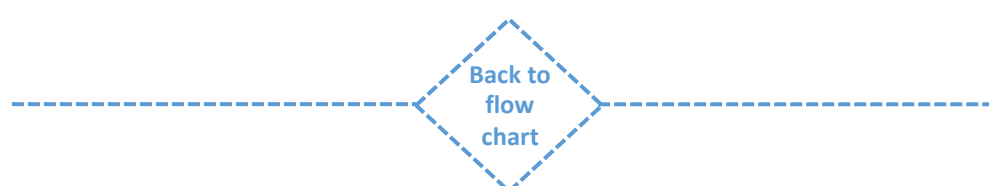
Basic	Advanced
<ul style="list-style-type: none"> <li>● <a href="#">Communications Plan Instruction - Health Quality Ontario</a></li> </ul>	<ul style="list-style-type: none"> <li>● <a href="#">Age and Sex Adjusted Medical Equivalents</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Complicated Patients and Red Zone Time</a></li> </ul>	<ul style="list-style-type: none"> <li>● <a href="#">Lean Thinking Q and A</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Measuring Delay for Group Visits Classes MMA</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Plan, Do, Study, Act (PDSA) Tips</a></li> </ul>	

## Set capacity (PC#8)

Basic
<ul style="list-style-type: none"> <li>● <a href="#">Communications Plan Instruction - Health Quality Ontario</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Complicated Patients and Red Zone Time</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Measuring Delay for Group Visits Classes MMA</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Plan, Do, Study, Act (PDSA) Tips</a></li> </ul>

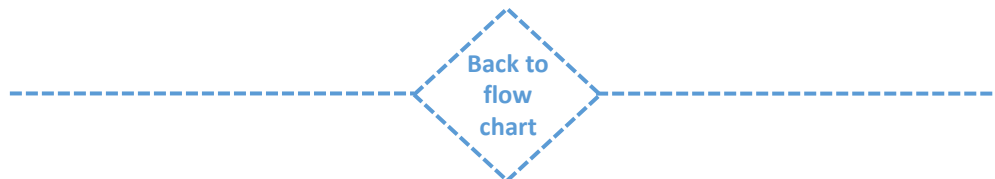
## Measure demand, supply and activity (PC#9)

Basic	Advanced
<ul style="list-style-type: none"> <li>● <a href="#">Activity Measurement - Primary Care</a></li> </ul>	<ul style="list-style-type: none"> <li>● <a href="#">Examining Demand Supply and Activity-DSA</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Data Tracker - DSA, No Show, TNA</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Demand Measurement - Primary Care</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Measurement Cheat Sheet</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Measurement Plan Template</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Measurement for Quality Improvement - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Measurement of Demand as Bodies vs Time</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">OMT-Manual 2019 Final</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Panel Size - How Many Patients Can One Doctor Manage</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Practice Level Measurement Planning Template</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Practice assessment tool - McMaster and Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Primary Care Activity Weekly Calculation Sheet</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Primary Care Demand Collection Template</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Primary Care Supply Collection Template</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Supply Measurement - Primary Care</a></li> </ul>	



Measure DSA, TNA and no show for internal & external for each provider (PC#10)

Basic	Advanced
● <a href="#">Activity Measurement - Primary Care</a>	● <a href="#">Examining Demand Supply and Activity-DSA</a>
● <a href="#">Advanced Access and Efficiency - Health Quality Ontario</a>	● <a href="#">Restrictions on Physicals</a>
● <a href="#">Calculate days between dates</a>	
● <a href="#">Data Tracker - DSA, No Show, TNA</a>	
● <a href="#">Delay Measurement</a>	
● <a href="#">Demand Measurement - Primary Care</a>	
● <a href="#">Future Open Capacity</a>	
● <a href="#">Measurement Cheat Sheet</a>	
● <a href="#">Measurement Plan Template</a>	
● <a href="#">Measurement for Quality Improvement - Health Quality Ontario</a>	
● <a href="#">Measurement of Demand as Bodies vs Time</a>	
● <a href="#">No-Show Measurement</a>	
● <a href="#">OMT-Manual 2019 Final</a>	
● <a href="#">Panel Size - How Many Patients Can One Doctor Manage</a>	
● <a href="#">Practice Level Measurement Planning Template</a>	
● <a href="#">Practice assessment tool - McMaster and Health Quality Ontario</a>	
● <a href="#">Primary Care Activity Weekly Calculation Sheet</a>	
● <a href="#">Primary Care Delay (TNA) Collection Template</a>	
● <a href="#">Primary Care Delay (TNA) What Why How</a>	
● <a href="#">Primary Care Demand Collection Template</a>	
● <a href="#">Primary Care Supply Collection Template</a>	
● <a href="#">Roles for Mid Level Providers</a>	
● <a href="#">Supply Measurement - Primary Care</a>	

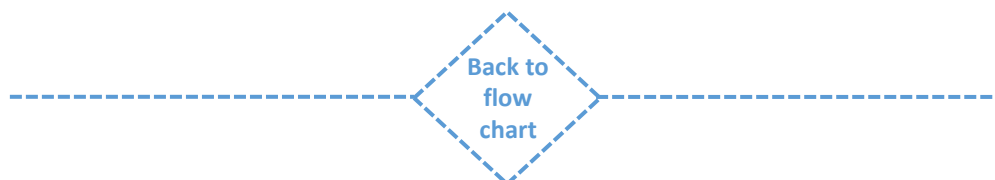


Complete panel equation for each provider (PC#11)

Basic	Advanced
● <a href="#">Caseload/Panel Identification</a>	● <a href="#">Advanced Access: New Providers</a>
● <a href="#">Continuity: Q &amp; A</a>	● <a href="#">Advanced Access: Part-Time Providers</a>
● <a href="#">Current and Ideal Panel Size</a>	● <a href="#">Age and Sex Adjusted Medical Equivalentents</a>
● <a href="#">Measurement Cheat Sheet</a>	● <a href="#">Panel Size: Answers to Physicians' Frequently Asked Questions</a>
● <a href="#">Measurement Plan Template</a>	● <a href="#">Providing Timely Access to Care: What is the Right Patient Panel Size?</a>
● <a href="#">OMT-Manual 2019 Final</a>	
● <a href="#">Panel Size - How Many Patients Can One Doctor Manage</a>	
● <a href="#">Panel and Caseload Equity</a>	
● <a href="#">Practice Level Measurement Planning Template</a>	
● <a href="#">Practice assessment tool - McMaster and Health Quality Ontario</a>	
● <a href="#">Provider Capacity Limits</a>	
● <a href="#">Roles for Mid Level Providers</a>	
● <a href="#">Systems Can Be Harmful to Patients</a>	
● <a href="#">Two Continuity Studies Done at Kaiser</a>	

Determine return visit rate and reduce when appropriate (PC#12)

Basic
● <a href="#">Panel and Caseload Equity</a>
● <a href="#">Return Visit Rates</a>
● <a href="#">Roles for Mid Level Providers</a>
● <a href="#">Two Continuity Studies Done at Kaiser</a>



## Is demand greater than 85% of your supply? (PC#13)

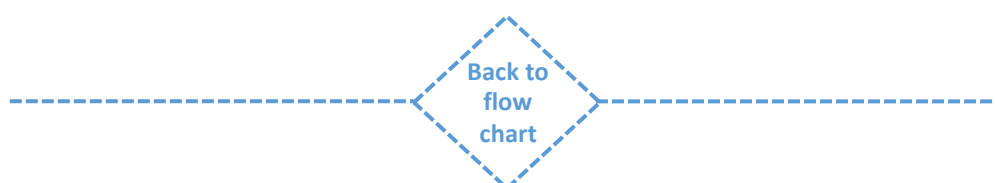
Basic	Advanced
<ul style="list-style-type: none"> <li>● <a href="#">Does improving TNA have an impact on patient volume</a></li> </ul>	<ul style="list-style-type: none"> <li>● <a href="#">System Performance Goals</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Optimizing Primary Care Delivery</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Practice assessment tool - McMaster and Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">The Myth of the Full Schedule</a></li> </ul>	

## Reduce appointment types and times (PC#14)

Basic	Advanced
<ul style="list-style-type: none"> <li>● <a href="#">5 Why's Instruction - Health Quality Ontario</a></li> </ul>	<ul style="list-style-type: none"> <li>● <a href="#">Answers to Your Questions About Same-Day Scheduling</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">AIM Specialty PDSA Template</a></li> </ul>	<ul style="list-style-type: none"> <li>● <a href="#">Restrictions on Physicals</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Advanced Access and Efficiency - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Communications Plan Instruction - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Fishbone/Cause and Effect - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">HLC Package - Big Ideas for Improving Primary Care Access</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">How to Provide More Access Without Working More Hours</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Implementing and Sustaining Changes - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Measurement for Quality Improvement - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">PDSA: Plan-Do-Study-Act - Instruction - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Plan, Do, Study, Act (PDSA) Tips</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Provider Capacity Limits</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">QuRE Quality Referral Pocket Checklist</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Synchronization with Room as the Constraint</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Tips for Balancing Demand and Supply</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Writing a Problem Statement: Instruction - Health Quality Ontario</a></li> </ul>	

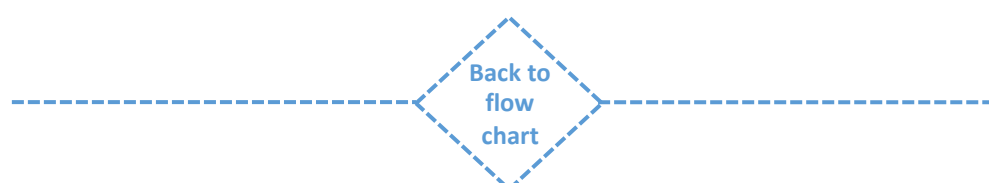
## Increase supply (PC#15)

Basic
<ul style="list-style-type: none"> <li>● <a href="#">5 Why's Instruction - Health Quality Ontario</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">AIM Specialty PDSA Template</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Advanced Access and Efficiency - Health Quality Ontario</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Carve-Outs</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Communications Plan Instruction - Health Quality Ontario</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Complicated Patients and Red Zone Time</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Fishbone/Cause and Effect - Health Quality Ontario</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Five Ways to Improve Access to Care</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">HLC Package - Big Ideas for Improving Primary Care Access</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Implementing and Sustaining Changes - Health Quality Ontario</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Measurement for Quality Improvement - Health Quality Ontario</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Optimizing Primary Care Delivery</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">PDSA: Plan-Do-Study-Act - Instruction - Health Quality Ontario</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Plan, Do, Study, Act (PDSA) Tips</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Planned Mini Group Medical Visits</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">QuRE Quality Referral Pocket Checklist</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Reducing Waiting and Delays in Primary Care</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Roles for Mid Level Providers</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Strategies for Reducing No-Shows</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Synchronization with Room as the Constraint</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Telehealth Q and A</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Writing a Problem Statement: Instruction - Health Quality Ontario</a></li> </ul>



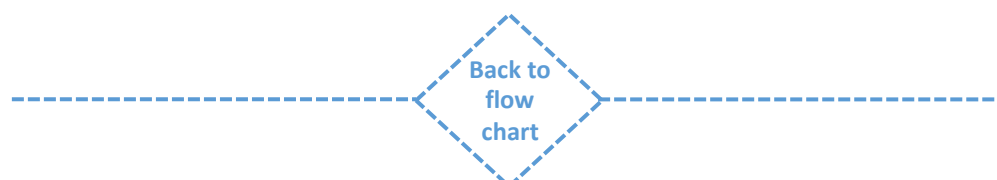
## Shape demand (PC#16)

Basic	Advanced
● <a href="#">5 Why's Instruction - Health Quality Ontario</a>	● <a href="#">Advanced Access: New Providers</a>
● <a href="#">AIM Specialty PDSA Template</a>	● <a href="#">Advanced Access: Part-Time Providers</a>
● <a href="#">Advanced Access and Efficiency - Health Quality Ontario</a>	
● <a href="#">Appointing into the Future</a>	
● <a href="#">Appointment Confirmation</a>	
● <a href="#">Case Managers Make a Difference</a>	
● <a href="#">Communications Plan Instruction - Health Quality Ontario</a>	
● <a href="#">Complicated Patients and Red Zone Time</a>	
● <a href="#">Creating Patient Information Brochures</a>	
● <a href="#">Demand Reduction in a Pay-Per-Visit Environment</a>	
● <a href="#">Does improving TNA have an impact on patient volume</a>	
● <a href="#">Fishbone/Cause and Effect - Health Quality Ontario</a>	
● <a href="#">Five Ways to Improve Access to Care</a>	
● <a href="#">HLC Package - Big Ideas for Improving Primary Care Access</a>	
● <a href="#">How to Provide More Access Without Working More Hours</a>	
● <a href="#">Implementing and Sustaining Changes - Health Quality Ontario</a>	
● <a href="#">Late Patients</a>	
● <a href="#">Measurement for Quality Improvement - Health Quality Ontario</a>	
● <a href="#">No Show Management - Safety Net Medical Home Initiative</a>	
● <a href="#">Office Efficiency - Practice Hints for Staff and Providers</a>	
● <a href="#">PDSA: Plan-Do-Study-Act - Instruction - Health Quality Ontario</a>	
● <a href="#">Plan, Do, Study, Act (PDSA) Tips</a>	
● <a href="#">Planned Mini Group Medical Visits</a>	
● <a href="#">Provider Capacity Limits</a>	
● <a href="#">Reducing Waits and Delays in the Referral Process</a>	
● <a href="#">Return Visit Rates</a>	
● <a href="#">Roles for Mid Level Providers</a>	
● <a href="#">Sample Scripts for Appointment-Clerks and Receptionists</a>	
● <a href="#">Scripting at the Front Desk</a>	
● <a href="#">Strategies for Reducing No-Shows</a>	
● <a href="#">Telehealth Q and A</a>	
● <a href="#">The Myth of the Full Schedule</a>	
● <a href="#">Writing a Problem Statement: Instruction - Health Quality Ontario</a>	



## Practice and process redesign (PC#17)

Basic	Advanced
<a href="#"><u>● 5 Why's Instruction - Health Quality Ontario</u></a>	<a href="#"><u>● Lean Thinking Q and A</u></a>
<a href="#"><u>● AIM Specialty PDSA Template</u></a>	<a href="#"><u>● System Performance Goals</u></a>
<a href="#"><u>● Advanced Access and Efficiency - Health Quality Ontario</u></a>	
<a href="#"><u>● Advancing the Practice of Patient- And Family-Centered Care In Primary Care and Other Ambulatory Settings</u></a>	
<a href="#"><u>● Appointment Confirmation</u></a>	
<a href="#"><u>● Care Team Workload Analysis Tool</u></a>	
<a href="#"><u>● Case Managers Make a Difference</u></a>	
<a href="#"><u>● Clinic Walkthrough Checklist - PC</u></a>	
<a href="#"><u>● Clinic Walkthrough Instructions</u></a>	
<a href="#"><u>● Communicating With Empathy</u></a>	
<a href="#"><u>● Communications Plan Instruction - Health Quality Ontario</u></a>	
<a href="#"><u>● Complicated Patients and Red Zone Time</u></a>	
<a href="#"><u>● Components of Service Agreements</u></a>	
<a href="#"><u>● Creating Patient Information Brochures</u></a>	
<a href="#"><u>● Cycle Time Spreadsheet - up to 4 PROVIDERS v9</u></a>	
<a href="#"><u>● Does improving TNA have an impact on patient volume</u></a>	
<a href="#"><u>● Fishbone/Cause and Effect - Health Quality Ontario</u></a>	
<a href="#"><u>● Five Levels of Mapping</u></a>	
<a href="#"><u>● HLC Package - Big Ideas for Improving Office Efficiency with Transitions</u></a>	
<a href="#"><u>● How to Provide More Access Without Working More Hours</u></a>	
<a href="#"><u>● Implementing and Sustaining Changes - Health Quality Ontario</u></a>	
<a href="#"><u>● Late Patients</u></a>	
<a href="#"><u>● Making Moments Matter</u></a>	
<a href="#"><u>● Measurement for Quality Improvement - Health Quality Ontario</u></a>	
<a href="#"><u>● Office Efficiency - Equation for Determining Number of Rooms Required</u></a>	
<a href="#"><u>● Office Efficiency - Practice Hints for Staff and Providers</u></a>	
<a href="#"><u>● PCN Community Engagement Tip Sheet</u></a>	
<a href="#"><u>● PDSA: Plan-Do-Study-Act - Instruction - Health Quality Ontario</u></a>	
<a href="#"><u>● Patient-Provider and Staff Satisfaction Survey</u></a>	
<a href="#"><u>● Plan, Do, Study, Act (PDSA) Tips</u></a>	
<a href="#"><u>● Planned Mini Group Medical Visits</u></a>	
<a href="#"><u>● Practice assessment tool - McMaster and Health Quality Ontario</u></a>	
<a href="#"><u>● Provider Capacity Limits</u></a>	
<a href="#"><u>● QuRE Quality Referral Pocket Checklist</u></a>	
<a href="#"><u>● Reducing Waits and Delays in the Referral Process</u></a>	
<a href="#"><u>● Roles for Mid Level Providers</u></a>	
<a href="#"><u>● Sample Scripts for Appointment-Clerks and Receptionists</u></a>	
<a href="#"><u>● Scripting at the Front Desk</u></a>	
<a href="#"><u>● Should you treat patients virtually</u></a>	
<a href="#"><u>● Strategies for Reducing No-Shows</u></a>	
<a href="#"><u>● Suggestions for Dealing with Patients as Customers</u></a>	
<a href="#"><u>● Synchronization with Room as the Constraint</u></a>	
<a href="#"><u>● Teach Back</u></a>	
<a href="#"><u>● Telehealth Q and A</u></a>	
<a href="#"><u>● The Art of Active Listening</u></a>	
<a href="#"><u>● Three Important Questions to Ask</u></a>	
<a href="#"><u>● Waste Walk Instruction - Health Quality Ontario</u></a>	
<a href="#"><u>● Would You Like to See a Doctor Today?</u></a>	
<a href="#"><u>● Writing a Problem Statement: Instruction - Health Quality Ontario</u></a>	



## Increase panel, improve prevention and care (PC#18)

Basic	Advanced
<ul style="list-style-type: none"> <li>● <a href="#">5 Why's Instruction - Health Quality Ontario</a></li> </ul>	<ul style="list-style-type: none"> <li>● <a href="#">Panel Size: Answers to Physicians' Frequently Asked Questions</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">AIM Specialty PDSA Template</a></li> </ul>	<ul style="list-style-type: none"> <li>● <a href="#">Providing Timely Access to Care: What is the Right Patient Panel Size?</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Advanced Access and Efficiency - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Communications Plan Instruction - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Continuity: Q &amp; A</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Fishbone/Cause and Effect - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">HLC Package - Big Ideas for Improving Primary Care Access</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Implementing and Sustaining Changes - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Measurement for Quality Improvement - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Office Efficiency - Equation for Determining Number of Rooms Required</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Office Efficiency - Practice Hints for Staff and Providers</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">PDSA: Plan-Do-Study-Act - Instruction - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Plan, Do, Study, Act (PDSA) Tips</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Suggestions for Dealing with Patients as Customers</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Writing a Problem Statement: Instruction - Health Quality Ontario</a></li> </ul>	

## Develop contingency plans (PC#19)

Basic	Advanced
<ul style="list-style-type: none"> <li>● <a href="#">5 Why's Instruction - Health Quality Ontario</a></li> </ul>	<ul style="list-style-type: none"> <li>● <a href="#">Advanced Access: New Providers</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">AIM Specialty PDSA Template</a></li> </ul>	<ul style="list-style-type: none"> <li>● <a href="#">Advanced Access: Part-Time Providers</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Advanced Access and Contingency Plans</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Advanced Access and Efficiency - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Communications Plan Instruction - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Continuity: Q &amp; A</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Fishbone/Cause and Effect - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">HLC Package - Big Ideas for Improving Primary Care Access</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Implementing and Sustaining Changes - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Measurement for Quality Improvement - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">PDSA: Plan-Do-Study-Act - Instruction - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Plan, Do, Study, Act (PDSA) Tips</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Plans for Patients of the Absent Provider</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Post-Vacation Scheduling for Primary and Specialty Care</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Provider Capacity Limits</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Reducing Waiting and Delays in Primary Care</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Scripting at the Front Desk</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Writing a Problem Statement: Instruction - Health Quality Ontario</a></li> </ul>	

## Reduce backlog (addressed last) (PC#20)

Basic	Advanced
<ul style="list-style-type: none"> <li>● <a href="#">5 Why's Instruction - Health Quality Ontario</a></li> </ul>	<ul style="list-style-type: none"> <li>● <a href="#">Advanced Access: New Providers</a></li> </ul>
<ul style="list-style-type: none"> <li>● <a href="#">Advanced Access and Contingency Plans</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Advanced Access and Efficiency - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Communications Plan Instruction - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Continuity: Q &amp; A</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Fishbone/Cause and Effect - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">HLC Package - Big Ideas for Improving Primary Care Access</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Implementing and Sustaining Changes - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Measurement for Quality Improvement - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">PDSA: Plan-Do-Study-Act - Instruction - Health Quality Ontario</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Plan, Do, Study, Act (PDSA) Tips</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Plans for Patients of the Absent Provider</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Post-Vacation Scheduling for Primary and Specialty Care</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Provider Capacity Limits</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Reducing Waiting and Delays in Primary Care</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Scripting at the Front Desk</a></li> </ul>	
<ul style="list-style-type: none"> <li>● <a href="#">Writing a Problem Statement: Instruction - Health Quality Ontario</a></li> </ul>	

