## Team Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Change Form for Good Call Action Series

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| WHAT | | WHAT |
| AIM | **What practice do you want to change?**  *e.g. Try 9pm “virtual rounds” phone call for non-urgent issues (i.e. lab results, medication requests, information from family)* | Date you are starting this practice change (dd/mm/yyyy) |
| PLAN | **What needs to be in place to do this?**  *e.g. Choose a day to start, pick a phone number to call, let colleagues know the physician is calling at 9pm so they can also prepare to speak to the MRP for non-urgent issues about their patients*  ***Write down what steps you need to take and who is going to do them.*** | When will you start? Today? Tomorrow? On Monday? |
| DO | **What will be done to implement the plan?**  *e.g. Have one physician and one nurse try the process on their next shift together* | When did you actually start? (dd/mm/yyyy) |
| STUDY | **What outcomes are you measuring? How are you measuring it?**  ***Use STOP Tool. Take a couple of minutes to run through the call experience (sent, received & understood), what went well, what you might improve and what action you will take.***  **S**ummarize the case  **T**hings that went well  **O**pportunities to improve | When did you debrief? (dd/mm/yyyy) |
| ACT | **What did your results tell you to do next? (Adopt/Adapt/Abandon)**  ***What elements worked well that you want to keep or adapt, what elements didn’t work at all that you want to abandon, what new ideas do you have for improving or adapting the process. Take one of the ideas and put this in a new Change Form under “aim”.***  **P**oints of action | Go to a new Change Form |

## The more often you can meet to debrief, the more changes you can try. We suggest you try and debrief regularly to keep the cycle of changes and improvements going.