



# Conversations on Overuse: A Podcast Series for Clinicians

## Action Plan Worksheet

**Name:**

**Date of Started:**

**Specialty:**

**Date Completed:**

This worksheet is designed to be used throughout the QI Improvement effort to track your progress as you adopt new strategies to navigate through overuse conversations. Complete for each phase of the 6-month project. Upon completion of your project, use the information recorded here to summarize your activity when completing the required Reflection and Attestation. (Step 3 below). **Save a copy of this worksheet to your computer to track your progress.**

### Step 1: Reflect on your current practice

**Consider the following questions and record your thoughts about medical overuse in your own practice.**

- How many patients do you see in a day?
- In an average day, how often do patients ask you to order a test or medication that is not necessary?
- In an average day, how often do you order unnecessary tests, medications or treatments?
- Discuss with your leader what reports are available to you related to overuse, i.e., Opioid use, antibiotics, imaging
- How do your conversations with your patients about overuse usually go?
- How do you feel after these conversations?
- What the barriers or challenges do you encounter when having conversations about medical overuse with your patients and/or their support people?
- How do the demonstrated strategies in the podcast series support improvements you are making based on your NRC Provider Communication feedback?

**Record your thoughts about medical overuse in your practice and what you would like to achieve in this Quality Improvement project.**

**Step 2: Identify your focus and improvement strategies. Use the worksheet below to capture progress during your improvement project.**

**Instructions:**

- Identify which of the conversation types identified during the podcast series you would like to focus on improving.
- Identify 1-2 improvement strategies for the conversation type(s) in which you would like to focus. You can focus on the same 1-2 throughout your project or select new strategies every month.
- Record your progress and observations on this worksheet.

	<b>Baseline</b>	<b>Months 1-3</b>	<b>Months 4-6</b>
<p>Conversation type focus</p> <p><i>You can focus on one or multiple conversation types throughout the 6 month period.</i></p>	<input type="checkbox"/> Simple conversations  <input type="checkbox"/> Complicated conversations  <input type="checkbox"/> Polarized conversations	<input type="checkbox"/> Simple conversations  <input type="checkbox"/> Complicated conversations  <input type="checkbox"/> Polarized conversations	<input type="checkbox"/> Simple conversations  <input type="checkbox"/> Complicated conversations  <input type="checkbox"/> Polarized conversations
List 1 – 2 improvement strategies tried.	<i>Skip</i>		
What barriers did you encounter?	<i>Skip</i>		
What did you do to minimize the barriers?	<i>Skip</i>		
Which new skills will you adopt in your practice?	<i>Skip</i>		
List opportunities for improvement during the next 6 months and beyond.	<i>Skip</i>		

<p>How confident do you feel <u>today</u> having overuse conversations with patients?</p>	<p><b>7 Very confident</b> 6 5 4 3 2 <b>1 Not confident at all</b></p> <p><b>Comments:</b></p>	<p><b>7 Very confident</b> 6 5 4 3 2 <b>1 Not confident at all</b></p> <p><b>Comments:</b></p>	<p><b>7 Very confident</b> 6 5 4 3 2 <b>1 Not confident at all</b></p> <p><b>Comments:</b></p>
<p>Thinking back to your initial response to the question:</p> <p><i>In an average day, how often do you order unnecessary tests, medications or treatments?</i></p> <p>How has your frequency of ordering unnecessary tests, medications or treatments changed since the start of this improvement project?</p>		<p>No change (Order about the same)</p> <p>Moderate change (Order 25% less frequently)</p> <p>Significant change (Order 50% less frequently)</p> <p>Please explain:</p>	<p>No change (Order about the same)</p> <p>Moderate change (Order 25% less frequently)</p> <p>Significant change (Order 50% less frequently)</p> <p>Please explain:</p>
<p>Record your last month's NRC Connect <i>Composite Provider Communication</i> score.</p>			

**Step 3: Complete the Evaluation, Reflection and Attestation via [Survey Monkey](#).** Reference the information you have recorded on your worksheet.  
**Send your completed Action Planning Worksheet to [PortfolioProgram@HealthPartners.com](mailto:PortfolioProgram@HealthPartners.com)**

The Portfolio Program submits monthly to ABMS for processing with your identified Medical Board(s) or to the National Commission on Certification of Physician Assistants (NCCPA). Most Boards and NCCPA will notify you when your transcript has been updated however, it can take 4-6 weeks for the credit to appear. Please check with your Board or NCCPA if you have any concerns.

Please contact us if you have questions via [PortfolioProgram@HealthPartners.com](mailto:PortfolioProgram@HealthPartners.com)

