

Practice Improvement Record Example

Practice Monitoring | Performance Review

1. What Self-Selected Activity did you do and why?

In your response include at a minimum: (a) name of activity, (b) description of activity, (c) date(s) of activity, (d) reason for choosing the activity (e) how the activity fits with your practice (current or future). Mandatory.

I have worked at CBI SE since January as a full-time evening PT, as a part of my role, I participate in quarterly performance reviews. I participated in this activity because of my employer's expectation for new PT employees. I hoped to choose 3 goals that align with the CBI Physiotherapy Role competencies (Documentation, Assessment and Treatment, Patient and Stakeholder Engagement). I envisioned improving my practice by brainstorming how to achieve my goals and implementing these ideas.

2. What did you learn and how did you grow professionally?

In your response include, at a minimum, specific examples of: (a) what you learned, (b) how your personal competence improved, (c) how what you learned benefited patients or the physiotherapy/health care system, (d) include resources to show current information was used to improve your practice (name, source, topic). In drafting your response, consider the **guiding questions**.

1. *How did the experience change your knowledge, skills, judgement, confidence, performance, competence? How did the new information/experience reinforce or improve your existing knowledge and skills?)*

Using the CBI Physiotherapy Role competencies, I self-reflected on areas of potential practice improvement, I identified 3 goals to improve my practice that align with the CBI Competencies. Aligning with Patient and Stakeholder Engagement, I made a goal to decrease my cancellation rate. The competencies developed from addressing this goal were communication (I was more proactive with discussing the clinic's cancellation policy with clients), confidence (addressing cancelled appointment with clients and the reasons for their cancellation provided me with insight into my patient's needs) and collaboration (figuring out with clients what days and times would work better for future appointments). Aligning with Assessment and Treatment, I made a goal to improve my education of patients around prognosis and discharge planning. Competencies developed were leadership (leading the client through the treatment plan and discharge plan) and management (better management of cases by educating the patient and/or stakeholder on the treatments delivered, expected outcomes and discharge plan). Aligning with Documentation, I made a goal of improving the completion rate for our satisfaction survey, so we can get feedback on my patient's experiences which I could use to improve my performance for the future.

This performance appraisal experience led me to stretch and brainstorm ways to accomplish these goals. I think implementing the goals benefited my patients because it has and will result in increased communication and collaboration with my clients regarding engagement and education during the course of treatment and it gets them more engaged in the planning of discharge. I think it has and will promote patient-centered care. Better attendance supports the patients to achieve their goals. Overall, I think success could be further measured by a lowered cancellation rate and an increase in satisfaction survey completion, and feedback from the survey indicating the clients and I were on the same page regarding the treatment and discharge plan.

The activity benefited the PT/Health System because it ensures that the physiotherapists working here deliver patient-centred, collaborative care. Improved attendance leads to more supervised time for care, improved client outcomes including engagement and satisfaction. My practice management and collaboration skills improved. In order to achieve success, I worked with other team members (Kinesiologist) to help ensure the satisfaction surveys were completed by discharge date as the client may be seeing the Kinesiologist more often closer to their discharge date. This took communicating with my team members regarding the goal. I monitored this particular goal by writing down on a calendar on my desk when each satisfaction survey for clients needed to be completed by, that way I could look at the calendar as a reminder if surveys had not yet been done. Ensuring satisfaction surveys were complete also allowed for me to address any concerns the client had with their past, current and future treatment and ensured we were on the same page moving forward.

For the performance appraisal I used the CBI forms At Six Months Performance Review & Let's Get Better at the Things We Do Best

3. Looking back, which Standard of Practice or Ethical Conduct Responsibility was addressed by participating in this activity.

Client-Assessment, Diagnosis, Interventions
Client Centered Care
Collaborative Practice
Communication
Quality Improvement

4. Your evidence of participation.