Healthcare Improvement Scotland



PASC Programme Measures

Measure name	% Documents sent to GP for review
Identifier	Measure 1
Primary Driver	Efficient, effective and safe documentation management
Type	Outcome
Evidence to support suggested measure	Developing the skills of the whole practice team is an important step towards invigorating general practice. With a range of new skills and support to develop their role, practice administrative staff will be able to take on more of the administrative tasks currently carried out by GPs, and therefore enhance their capacity to practice as expert medical generalists.
Measurement definition	Numerator: Number of documents sent to the GP Denominator: Number of documents received by the practice Percentage: $\frac{\text{numerator}}{\text{denominator}} \times 100$
Operational definition	All documentation is all documentation seen by GP as per locally defined protocol definition.
Data collection and sampling method	Suggest minimum 1 day a week (same day) Consider mixture of complexity of documentation Lab results should be a locally defined position

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