Healthcare Improvement Scotland



PASC Programme Measures

Measure name	% Documents processed by Practice Admin Staff according to practice protocol
Identifier	Measure 2
Primary Driver	Efficient, effective and safe documentation management
Type	Process
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. Safety is paramount to provide an efficient, effective service.
Measurement definition	Numerator: Number of documents that did not follow practice protocol. Denominator: Number of documents sampled as per data collection method. Percentage: $\frac{\text{numerator}}{\text{denominator}} \times 100$
Operational definition	Was the document processed according to the practice protocol? Yes/No
Data collection and sampling method	Suggest review of 20 - 50 documents a month NB: Increased review of documents may be required until a stable process is identified. Consider mixture of complexity Lab results should be a locally defined position

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