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| **What is our GOAL?**  **(what are we trying to accomplish)** | Improve identification and focused health improvement initiatives for patients who identify as Aboriginal and/or Torres Strait Islander.   * **Record Aboriginal and/or Torres Strait Islander status.** | | | |
| **What measures will we use? (i.e. data)** | % of patients with Aboriginal or Torres Strait Island status recorded in the coded section of their medical record. | | | |
| **How do we start:** | * Pen CAT / Polar Data Quality Audit of records to measure baseline. * Assess current waiting room and process. * Learn correct place to enter information in software. * Attend education e.g. webinars / face to face sessions * Post-education follow-up team discussion * Team meeting to discuss the issue, benefits & any current barrier. | | | |
| **Ideas from a brainstorming team meeting:** | *Prioritise on patient registration form. Double-check details are being transposed from patient registration form. Attend cultural competency training. Put up self-identification posters in waiting room. Have focus groups and include existing patients so staff can learn how best to ask.  Design culturally appropriate ‘dialogue’ for front desk staff for how to ask based on recommended guidelines. Model how to ask with all front desk staff. Increase aboriginal artwork on walls. Put up Aboriginal and Torres Strait Islander flags. Hire an Aboriginal Health Worker  Start an Aboriginal Health Clinic Add information relating to relevant services offered on our website.* | | | |
| **What will we try first:** | **PLAN:** How will we do it who, what, where and when? | **DO**  Did we do it | **STUDY**  What happened? | **ACT**  What is our next step? |
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