

**Date of Completion:** April 2016

**QUALITY IMPROVEMENT  
PROJECT COMPLETION DOCUMENT**

Please include THE INITIAL PROJECT CHARTER and CHARTER UPDATES with this document

The description of the EVALUATION OF THE OUTCOMES of the project as they relate to the project AIM statement

Oct/Nov 2016: Survey to be distributed post implementation of information sheet to evaluate the uptake and usability.

The MILESTONES set out in the QI Project Charter achieved as follows

- October 2015 Idea presented to QI leaders to gauge feasibility
- Oct/Nov Chart audit reviewed and clinic list compiled, clinic information obtained
- Dec 2015 First drafts and edits reviewed by QI leadership
- Jan 2016 Revisions and edits
- Feb 2016 Form presented to QI committee, further edits/revisions
- March 2016 information confirmed with outpatient clinic managers, patient relations contacted for feedback
- Edits incorporated as per suggestions, final edits
- Final review by QI leadership
- Apr 2016 Planned implementation and Project Presentation to stakeholders
- Oct/Nov 2016: Survey to evaluate use of document by HCPs

LESSONS LEARNED/RECOMMENDATIONS for practice and or future projects

Lessons: When involving key stakeholders frame project in a patient centred context. Ie. Patient safety and satisfaction.

Recommendations: It would be beneficial to create an online/printable form that provides clinic information specific for the individual patient including phone, location, map and possibly timeline to follow up.

Plan for DISSEMINATING THE KNOWLEDGE from this project (e.g., presentations, posters, manuscripts)

**Project name:** Outpatient Clinic Information Form

**University Health Network  
Emergency Department**

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Presentation to colleagues at Business Meeting during QI Awards.

Short presentation at nursing huddles.