

GLAUCOMA PRACTICE ENHANCEMENT PROGRAM

Sample Action Plan

Action	Responsible Party(ies)	Timeline
Create a committee for development of the Glaucoma Practice Enhancement Program. Identify a project leader to oversee activity and ensure appropriate implementation of protocols and programs.	Dr. Jones/Mary Smith	June 30
Develop a common standard of care for all providers in the practice, as well as how to co-manage patients with outside providers (visits per year, testing, etc.).	Doctor(s)	July 31
Develop and publish a glaucoma mission statement to help engage the entire organization in achieving the program's objective.	Project Leader/Doctors	August 5
Develop a staff training program focused on glaucoma. Identify course materials, how to access courses, and establish objectives for the program, as well as for individual employees.	Project Leader	August 5
Communicate the staff training program to employees to get their buy-in and support. Educate the staff on the standard of care, patient impact, and their role. Obtain the staff's input on how to ensure we meet program objectives.	Project Leader	August 8
Review and update all patient education materials related to glaucoma; order new collateral materials, as needed.	Dr. Jones/assistant	August
Educate patients on the renewed interest in our glaucoma program. Develop a campaign to launch the program using the following: <ul style="list-style-type: none"> • Open house, seminars, and support groups. • Patient education materials. • Newsletters, web site notices, e-mail, message on hold, education library. • Recall notices, billing stuffer. • Staff and doctor discussions with patients. • Patient satisfaction program. • Intervention with non-compliant patients. 	Project Leader	September/Ongoing
Measure success every six months. Make changes based on findings.	Project Leader	Ongoing