

Month \_\_\_\_\_ Year \_\_\_\_\_

## Improvement Plan

Priority Activities	Who is Responsible	How You Will Measure Success	Deadline	Result (fill in when activity completed and measured)
E.g. Tidy waiting room daily – remove tattered magazines.	All staff. Rotating daily schedule.	Patient satisfaction surveys.	Starting this week.	Patient satisfaction with clinic cleanliness increased from 7 to 9.
E.g. Update posters and signage.	Cindy	Posters have been updated. Patient satisfaction surveys.	By the end of the month.	Old posters removed, added new signs for entrance and exit.