

Appendix 3

**This appendix was part of the submitted manuscript and has been peer reviewed.
It is posted as supplied by the authors.**

Appendix to: Janamian T, Upham SJ, Crossland L, Jackson CL. Quality tools and resources to support organisational improvement integral to high-quality primary care: a systematic review of published and grey literature. *Med J Aust* 2016; 204 (7 Suppl): S22-S28. doi: 10.5694/mja16.00113.

Appendix 3 Tools/resources identified from published literature search

Tool/ Resource Name	URL (last accessed November 2015)	Score
Advanced Care Planning (ACP)	http://www.racgp.org.au/your-practice/business/tools/support/acp/	7
Assessment of Chronic Illness Care (ACIC)	http://www.ncbi.nlm.nih.gov/pubmed/12132606	7
Audit and Best Practice for Chronic Disease (ABCD) Program	http://www.health.gov.au/internet/publications/publishing.nsf/Content/health-oatsih-pubs-linkphc~health-oatsih-pubs-linkphc-local~casestudies~case4	No access
Baldrige Criteria (BC)	http://www.nist.gov/baldrige/publications/business_nonprofit_criteria.cfm	No access
Behavioural Health Integration Capacity Assessment (BHICA)	http://www.ihl.org/resources/Pages/Tools/BehavioralHealthIntegrationCapacityAssessmentTool.aspx	7
Care Process Self-Evaluation (CPSET)	http://hsm.sagepub.com/content/20/3/189.full.pdf+html	7
Change Process Capability Questionnaire (CPCQ)	http://ajm.sagepub.com/content/23/3/193.full.pdf	No access
Chronic Care Team Profile (CCTP)	http://www.mdlinx.com/physician-assistant/news-article.cfm/2831589/chronic-care-teams-general-practice	No access
Clinical leadership in Quality and Safety (CLiQS) logic model form	http://docs.health.vic.gov.au/docs/doc/210E59C19ACDD7D8CA257B18006D6E18/\$FILE/CLiQS%202013%20application%20guide-v02.pdf	No access
Competing Values Framework (CVF)	http://competingvalues.com/	No access
Component of Primary Care Index (CPCI)	http://www.ncbi.nlm.nih.gov/pubmed/9228916	No access
Consumer Assessment of Healthcare Providers and Systems	https://www.cahps.ahrq.gov/quality-improvement/index.html	6
Crew Resource Management (CRM)	http://www.ncbi.nlm.nih.gov/pubmed/23265067	No access
DMAIC process (Define, Measure, Analyze, Improve and Control)	http://asq.org/learn-about-quality/six-sigma/overview/dmaic.html	6
European Framework Quality Management (EFQM)	http://www.efqm.org/the-efqm-excellence-model	No access
European Practice Assessment Program (EPAP)	https://docs.google.com/gview?url=http://www.productmanualguide.com/pdf/european-practice-assessment-epa-145086.pdf&embedded=true	No access
Europep (European instrument aimed at involving patients effectively in improving care and strengthening their role)	http://www.equip.ch/flx/tools/europep/	No access
Family Practice Management Practice self-test	http://www.aafp.org/fpm/2001/0200/p41.html	7
Five As '5As' model * SNAP: a population guide to behavioural risk factors in general Practice (see pages 27-34)	http://www.google.com.au/url?sa=t&rct=j&q=&esrc=s&frm=1&source=web&cd=4&ved=0CC0QFjAD&url=http%3A%2F%2Fwww.safkiml.com.au%2Ffiles%2F326_snap_framework.pdf&ei=bhuZU-dW2OjwBcatgOgL&usq=AFQjCNGbf6RbO2mNCIFQ5U1GAgGbBuOAWA	7
Framework for Performance Assessment In Primary Health Care (FPA_PHC)	http://www.publish.csiro.au/?act=view_file&file_id=PY07027.pdf	7
Frankfurt Patient Safety Climate Questionnaire for General Practices (FraSiK)	http://qualitysafety.bmj.com/content/20/9/797.short	No access
General Practice Assessment Questionnaire (GPAQ)	http://www.gpaq.info/	7
General Practice Assessment Survey (GPAS)	http://www.ncbi.nlm.nih.gov/pubmed/11021894	No access

Tool/ Resource Name	URL (last accessed November 2015)	Score
General Practice Clinical Care Interview (GPCCI)	http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1865546/	No access
General Practice Learning Organisation Diagnostic Tool (GPLODT)	http://www.scothub.org/Working%20papers/Instruments%20for%20the%20Exploration%20of%20Organisational%20Culture%20-%20working%20paper%202007.pdf	No access
GPN (General Practice Nurses) Toolkit	http://www.nursinginpractice.com/article/general-practice-nurse-toolkit-relaunched	No access
Innovation practices evaluation framework (IPEF) and IPEF Rating Guide	http://www.healthcouncilcanada.ca/accord_theme_1.php?mnu=2&mnu1=50	6
Innovative Care for Chronic Conditions (ICCC) Framework	http://www.who.int/chp/knowledge/publications/iccreport/en/	6
Insight 360 degrees	http://jhi.sagepub.com/content/6/2/71.full.pdf	No access
International Family Practice Maturity Matrix (IFPMM)	http://www.maturitymatrix.co.uk/	No access
Interpersonal Processes of Care: IPC -29	http://dgim.ucsf.edu/cadc/cores/measurement/ipcindex.html	7
ISO 9000 based quality management systems	http://www.iso.org/iso/home/standards/management-standards/iso_9000.htm	No access
Learning Practice Inventory (LPI)	http://onlinelibrary.wiley.com/doi/10.1111/j.1365-2753.2006.00673.x/pdf	No access
Learning Teams for Reflective Adaptation (ULTRA)	http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2939418/	5
Manchester Patient Safety Framework – primary care evaluation (MaPSaF)	http://www.nrls.npsa.nhs.uk/resources/patient-safety-topics/human-factors-patient-safety-culture/?entryid45=59796&p=1	7
Microsystem Assessment Tool (MAT)	http://clinicalmicrosystem.org/materials/worksheets/microsystem_assessment.pdf	No access
Multidisciplinary Care Assessment Tool	http://ncccp.cancer.gov/files/MDC_Assess_Tool_Ver3.1_508_Comp_20130325.pdf	6
Multidisciplinary Team Questionnaire	http://www.nursing.health.wa.gov.au/docs/reports/AUSPRAC_NURSE_PRACTITIONER_RESEARCH_TOOLKIT.pdf	5
Multimethod Assessment Process (MAP)	http://www.ncbi.nlm.nih.gov/pubmed/12938252_AND http://ovidsp.tx.ovid.com/sp-3.12.0b/ovidweb.cgi?WebLinkFrameset=1&S=HEHCFPLKOBDDFFOMNCMKOHDCEPAEOAA00&returnUrl=ovidweb.cgi%3f%26Full%2bText%3dL%257cS.sh.22.23%257c0%257c00019514-200210040-00004%26S%3dHEHCFPLKOBDDFFOMNCMKOHDCEPAEOAA00&directlink=http%3a%2f%2fgraphics.tx.ovid.com%2fovftpdfs%2fFPDDNCDCOHOMOB00%2ffs010%2fovft%2flive%2fgv016%2f00019514%2f00019514-200210040-00004.pdf&filename=Assessing+Diversity+and+Quality+in+Primary+Care+Through+the+Multimethod+Assessment+Process+%28MAP%29.&pdf_key=FPDDNCDCOHOMOB00&pdf_index=/fs010/ovft/live/gv016/00019514/00019514-200210040-00004	5
NHS Education Scotland's PC-SafeQuest	http://www.nes.scot.nhs.uk/media/6362/Safety%20climate%20questionnaire%20MASTERCOPY.pdf	8
Organisational Assessment	http://hsm.sagepub.com.ezproxy.library.uq.edu.au/content/19/4/207	No access
Organisational Capability Questionnaire (OCQ)	http://www.avetra.org.au/abstracts_and_papers_2000/shase_full.pdf	7
Patient Assessment of Chronic Illness Care (PACIC)	http://www.improvingchroniccare.org/index.php?p=PACIC_Survey&s=36	7

Tool/ Resource Name	URL (last accessed November 2015)	Score
Patient-Aligned Care Teams (PACT) Toolkits	http://www.va.gov/HEALTH/services/primarycare/pact/resources.asp	7
Peer Group Assessment	http://europepmc.org/abstract/MED/9651795	No access
Physician Achievement Review (PAR/NSPAR)	http://www.par-program.org/education/publications.html	No access
Plan-do-check-act (PDCA)	http://asq.org/learn-about-quality/project-planning-tools/overview/pdca-cycle.html	6
Plan-Do-Study-Act (PDSA)	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/plan_do_study_act.html	8
Practice Capacity for Change (PCC)	http://ovidsp.tx.ovid.com/sp-3.12.0b/ovidweb.cgi?WebLinkFrameset=1&S=LNLNFPNGOLDDAFFONCMKCDFBBLKLA00&returnUrl=ovidweb.cgi%3f%26Full%2bText%3dL%257cS.sh.22.23%257c0%257c00019514-200910000-00008%26S%3dLNLNFPNGOLDDAFFONCMKCDFBBLKLA00&directlink=http%3a%2f%2fgraphics.tx.ovid.com%2fovftpdfs%2fFPDDNCFBCDFOOL00%2ffs046%2fovft%2flive%2fgv025%2f00019514%2f00019514-200910000-00008.pdf&filename=Measuring+Practice+Capacity+for+Change%3a+A+Tool+for+Guiding+Quality+Improvement+in+Primary+Care+Settings.&pdf_key=FPDDNCFBCDFOOL00&pdf_index=/fs046/ovft/live/gv025/00019514/00019514-200910000-00008	No access
Practice Change Model	http://cf5pm8sz2l.scholar.serialssolutions.com/?sid=google&aunit=D&aulast=Cohen&atitle=A+practice+change+model+for+quality+improvement+in+primary+care+practice.&id=pmid:15190858	6
Practice Culture Questionnaire (PCQ)	http://www.ingentaconnect.com/content/rmp/qpc/2005/0000013/00000004/art00003	No access
Practice Health Atlas (PHA)	http://www.healthfirst.org.au/site/index.cfm?display=5462	No access
Practice Management - Visit in Practice VIP	http://vaccinemanagement.gpql.com.au/page/The_Tools/Practice_Visiting_Checklist/	5
Practice Staff Questionnaire (PSQ)	http://www.google.com.au/url?sa=t&rct=j&q=&esrc=s&frm=1&source=web&cd=1&ved=0CCEQFjAA&url=http%3A%2F%2Fwww.fmdrl.org%2Findex.cfm%3Fevent%3Dc.getAttachment%26riid%3D3895&ei=AmqaU4GxDMjj8AXZ74L4Cw&usg=AFQjCNHlaalLjKh3AzK9gVCHBAz1jODbQ	8
Primary Care Assessment Survey (PCAS)	http://apntoolkit.mcmaster.ca/index.php?option=com_content&view=article&id=89:primary-care-assessment-survey-pcas&Itemid=55	No access
Primary Care Assessment Tool (PCAT)	http://www.jfponline.com/index.php?id=22143&tx_ttnews[tt_news]=167894	No access
Primary Care Resources and Support (PCRS) for chronic disease self-management	http://www.diabetesinitiative.org/support/documents/PCRSwithBackgroundandUserGuide.Rev12.08.FINAL.pdf	7
Quality Team Development (QTD) programme	http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1743884/pdf/v013p00356.pdf	5
RE-AIM	http://www.re-aim.hnfe.vt.edu/resources_and_tools/index.htmlUtility	6
Safety Attitude Questionnaire (SAQ)	http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1481614/	7
Safety climate survey is a version of SAQ	http://www.annfamned.org/content/11/4/355.full	6
SBAR Tool	http://www.saferhealthcare.com/sbar/what-is-sbar/	No access

Tool/ Resource Name	URL (last accessed November 2015)	Score
SCOPE(acronym in Dutch for systematic culture enquiry on patient safety in primary care)	http://www.biomedcentral.com/1471-2296/12/117	No access
Shared decision making questionnaire SDM -Q-9	http://ac.els-cdn.com/S0738399109004509/1-s2.0-S0738399109004509-main.pdf?_tid=6f390292-1c48-11e4-8e15-00000aab0f27&acdnat=1407205995_5b28eabe1448c5f460f064e0b7fdef48	7
Survey of Improvement Practices	http://www.ingentaconnect.com/content/jcaho/jcjq/2001/00000027/00000011/art00004	6
Survey of Organisational Attributes of Primary Care (SOAPC)	https://nexusipe.org/resource-exchange/soapc-survey-organizational-attributes-primary-care	No access
Team Climate Inventory (TCI)	https://nexusipe.org/resource-exchange/tci-team-climate-inventory	No access
Team Culture Questionnaire	http://qualitysafety.bmj.com/content/7/4/200.short	No access
Team Leadership Clarity	http://www.peru.pitt.edu/coursematerial/Healthcare%20Innovations%20Fall%202011/Leadership%20Article.pdf	No access
Team Quality Improvement Sequence (TQIS)	http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2483667/pdf/v008p00239.pdf	6
Teamlet Model	http://www.annfamned.org/content/5/5/457.full.pdf+html	6
TeamSTEPS Primary Care Version	http://teamstepps.ahrq.gov/nationalconference.htm	7
Total Quality Management (TQM) framework	http://www.mapl.com.au/quality/quality5.htm	No access
Trigger review method (TRM)	http://www.biomedcentral.com/1472-6920/13/117	6
Visit in Practice (VIP) method	http://repository.ubn.ru.nl/bitstream/handle/2066/18727/18727_pracvi.pdf?sequence=1	5
Working as a team Survey	http://ovidsp.tx.ovid.com.ezproxy.library.uq.edu.au/sp-3.12.0b/ovidweb.cgi?WebLinkFrameset=1&S=DIABFPKILMDDBGPNBNCMKIAFBHAIKAA00&returnUrl=ovidweb.cgi%3f%26Full%2bText%3dL%257cS.sh.22.23%257c0%257c00019514-200901000-00005%26S%3dDIABFPKILMDDBGPNBNCMKIAFBHAIKAA00&directlink=http%3a%2f%2fgraphics.tx.ovid.com%2fovftpdfs%2fFPDDNCFBIAPBLM00%2ffs047%2fovft%2five%2fgv024%2f00019514%2f00019514-200901000-00005.pdf&filename=Team+Effectiveness+and+Organizational+Context+in+the+Implementation+of+a+Clinical+Innovation.&pdf_key=FPDDNCFBIAPBLM00&pdf_index=/fs047/ovft/live/gv024/00019514/00019514-200901000-00005	No access