

Appendix 5

**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 5 Tools/resources identified from grey literature search

Tool	URL (last accessed November 2015)	Score
A conventional model of process mapping	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/process_mapping_-_a_conventional_model.html	4
A focus on the whole patient journey	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/a_focus_on_the_whole_patient_journey.html	6
A Systems Approach to the management of diabetes: A guide for general practice networks	http://www.nmml.org.au/content/Document/diabetes_divisionsguide.pdf	7
ABC of Data Cleaning	http://www.gmsbml.org.au/Health-Professionals-Services-eHealth-ABC-of-Data-Cleaning.php	No access
Action planning	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/action_planning.html	6
Adoption of New ideas Exercise	http://www.ihi.org/resources/Pages/Tools/AdoptionofNewIdeasExercise.aspx	4
Advanced Access and Efficiency in Primary Care Modules	http://machealth.ca/programs/advanced-access-efficiency-primary-care/default.aspx	6
Advanced Access and Efficiency Workbook for Primary Care	http://www.hqontario.ca/portals/0/Documents/qi/qi-aae-interactive-workbook-en.pdf	8
Advanced Access in Primary Care	http://qualitycompass.hqontario.ca/language/en-us/home/subtopics/advanced-access-in-primary-care/tools-and-resources901f.html	6
Always use teach back resources and tools	http://www.ihi.org/resources/Pages/Tools/AlwaysUseTeachBack!.aspx	6
Assessment of Primary Care Resources and Supports for Chronic Disease Self Management (PCRS)	http://www.diabetesinitiative.org/support/documents/PCRSToolandScoreSheet5.08.06.pdf	Duplicate published literature
Assessment Scale for Collaboratives	http://www.ihi.org/resources/Pages/Tools/AssessmentScaleforCollaboratives.aspx	4
Balanced Scorecard	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/balanced_scorecard.html	4
Balanced Scorecard Quality Report	http://www.ihi.org/resources/Pages/Tools/BalancedScoreCardQualityReport.aspx	4
Baldrige Criteria and framework resources	http://baldrigeresourcelibrary.wordpress.com/ AND http://www.nist.gov/baldrige/	Duplicate published literature
Behavioural Health Integration Capacity Assessment Tool (BHICA)	https://www.resourcesforintegratedcare.com/bhica/assessment	Duplicate published literature
Benefits realisation	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/benefits_realisation.html	5
Brain storming	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/creativity_tools_-_brainstorming.html	6
Building Better Health Teams: A toolkit for Strengthening Teamwork in Community Health Centres	http://aohc.org/sites/default/files/documents/Building%20Better%20Teams-1.pdf	5
Building quality improvement capacity in primary care resources/tools	http://www.ahrq.gov/professionals/prevention-chronic-care/improve/capacity-building/pcmhqi2.html	5
Building trust	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/human_dimensions_-_building_trust.html	6

Tool	URL (last accessed November 2015)	Score
Bullet proofing	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/creativity_tools_-_bullet_proofing.html	4
Business Tools to Support Clinical Project Evaluation	http://www.ihl.org/resources/Pages/Tools/BusinessToolstoSupportClinicalProjectEvaluation.aspx	3
Cambridge team-based care implementation guide and toolkit	http://www.safetynetmedicalhome.org/sites/default/files/CHA-Teams-Guide.pdf	7
Canning Data Extraction Tool	http://canningtool.com.au/	7
Case-Finding and Help Assessment Tool (CHAT)	http://www.annfamned.org/content/suppl/2009/05/07/7.3.239.DC1/Goodyear-Smith_Supp_App.pdf (Paper version)	7
Cause and effect (fishbone)	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/cause_and_effect.html	6
Change management resource	http://www.health.vic.gov.au/qualitycouncil/	3
Change management toolkit	http://www.mindtools.com/pages/article/newPPM_87.htm	3
Chronic Disease Management Self Assessment Tool AND Chronic disease management program self-assessment: quality improvement process	http://www.aci.health.nsw.gov.au/_data/assets/pdf_file/0013/205501/self-assessment-cdmp.pdf#zoom=100.0 AND http://www.aci.health.nsw.gov.au/_data/assets/pdf_file/0012/205500/cdmp-self-assessment-process.pdf#zoom=100	4
Clinical Audit Tool (PENCAT) resources	http://www.clinicalaudit.com.au/using-cat/installation-and-user-guides/AND Diabetes Australia- Vic Diabetes prevention and management on General practice: Using the Pen Computer Systems Clinical Audit Tool Diabetes Australia- Vic: Melbourne 2010	7
Clinical e-audits for GPs	http://www.nps.org.au/health-professionals/professional-development/clinical-audits-for-gps	6
Clinical engagement	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/clinical_engagement.html	8
Clinical governance resources (organisational readiness checklist, consumer checklist)	http://www.health.vic.gov.au/clinrisk/publications/clinical_gov_policy.htm	7
Clinical leadership in quality and safety (CLiQS) logic model form	http://www.google.com.au/url?sa=t&rct=j&q=&esrc=s&frm=1&source=web&cd=3&ved=0CDoQFjAC&url=http%3A%2F%2Fwww.achsm.org.au%2FDownloadDocument.ashx%3FDocumentID%3D1496&ei=fVIU4zdF87ukgWexIC4CQ&usq=AFQjCNEr9Tci-nDAz17zLcNN0zkw3Xf4A&bvm=bv.65788261,d.dGI	Duplicate published literature
Commitment enrolment and compliance	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/human_dimensions_-_commitment%2c enrolment and compliance.html	6
Communication matrix	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/communications_matrix.html	5
Communication Skills	http://www.mindtools.com/page8.html	6
Conflict engagement training for health professionals: recommendations for creating conflict competent organisations	http://www.ihl.org/resources/Pages/Tools/ConflictEngagementTrainingforHealthProfessionals.aspx	3
Consumer Engagement	http://www.hqsc.govt.nz/our-programmes/consumer-engagement/work-streams/consumer-engagement/	4
Coordinated Veterans Care program: A guide for General Practitioners	http://www.dva.gov.au/health_and_wellbeing/health_programs/cvc/cvc/hp/Pages/gpguide.aspx	No access
Creativity tools an overview	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/creativity_tools_-_an_overview.html	7
Critical to Quality trees	http://www.mindtools.com/pages/article/ctq-trees.htm	4
Data driven quality improvement toolkit	http://www.health.vic.gov.au/qualitycouncil/downloads/vqc_guide_to_using_data.pdf	No access
Demand and capacity a comprehensive guide	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/demand_and_capacity_-_a_comprehensive_guide.html	4

Tool	URL (last accessed November 2015)	Score
Demand and capacity basic concepts	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/demand_and_capacity_-_basic_concepts.html	4
Diabetes prevention and management in general practice: Using the Pen Computer systems Clinical Audit Tool	http://www.diabetesvic.org.au/health-professionals/general-practice-program/clinical-audit-tool	7
Disclosure toolkit and disclosure culture assessment tool	http://www.ihi.org/resources/Pages/Tools/DisclosureToolkitandDisclosureCultureAssessmentTool.aspx	5
Discomfort Zone	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/human_dimensions_-_discomfort_zone.html	5
Driver Diagrams	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/driver_diagrams.html	3
Empowerment	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/human_dimensions_-_empowerment.html	5
European Practice Assessment EPA	http://topaseurope.eu/files/EPA-Information-Paper-English-vs11_0.pdf	7
Event analysis methodology for managers, risk managers and consultants	http://patientsikkerhed.dk/media/609923/dsp_haendelsanel_uk_web.pdf	6
Event Analysis: the seven steps	http://patientsikkerhed.dk/media/609926/dsp_laeringssaet_uk_web.pdf	8
Force field analysis	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/force_field_analysis.html	6
Four columns _ link your project to the organisations aims	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/four_columns_-_link_your_project_to_the_organisation.html	5
General Practice Assessment Questionnaire (GPAQ)	http://www.gpaq.info/	Duplicate published literature
Getting Started with QI (Family and Community Medicine University of Toronto)	http://www.dfc.utoronto.ca/programs/quality/qi-getting-started.htm	4
Guidebook on Implementation of Quality Improvement in General Practice	http://ingpinqi.eu/guidebook_EN/index.html	7
Handbook for management of health information in general practice	http://www.racgp.org.au/your-practice/e-health/protecting-information/	7
Health Service Co Design	http://www.healthcodesign.org.nz/index.html	7
Helping Measure person-centred care	http://www.health.org.uk/public/cms/75/76/313/4697/Helping%20measure%20person-centred%20care.pdf?realName=Inet6X.pdf	8
How to Improve	http://www.ihi.org/resources/Pages/HowtoImprove/default.aspx	5
How to understand differences between individuals	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/human_dimensions_-_how_to_understand_differences_between_individuals.html	6
Human barriers to change	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/human_dimensions_-_human_barriers_to_change.html	5
Idea Generation Tool (Institute for Healthcare Improvement Cambridge, Massachusetts, USA)	http://www.ihi.org/resources/Pages/Tools/BrainstormingAffinityGroupingandMultivoting.aspx	6
Identifying problems an overview	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/identifying_problems_-_an_overview.html	5

Tool	URL (last accessed November 2015)	Score
IHI Framework for Leadership for Improvement	http://www.ihf.org/resources/Pages/Tools/IHIFrameworkforLeadershipforImprovement.aspx	5
IHI Huddles resources	http://www.ihf.org/resources/Pages/Tools/Huddles.aspx	6
IHI Short survey	http://www.ihf.org/resources/Pages/Tools/ShortSurvey.aspx	No access
Improvement capability self-assessment tool	http://www.ihf.org/resources/Pages/Tools/IHIImprovementCapabilitySelfAssessmentTool.aspx	8
Improvement Frameworks Getting started kit	http://www.patientsafetyinstitute.ca/English/toolsResources/ImprovementFramework/Pages/default.aspx	3
Improvement Journey	http://www.qihub.scot.nhs.uk/improvement-journey.aspx	5
Improvement Leaders Guide : Sustainability	http://www.institute.nhs.uk/images/documents/institute_documents/PDF/BC01_ILG_SUST.pdf	5
Improvement Leaders Guide. Involving patients and carers	http://www.safetyandquality.health.wa.gov.au/docs/squire/1_4PC_Nov05.pdf	7
Improvement Leaders Guide: Evaluating Improvement	http://www.institute.nhs.uk/images/documents/ILG/general/1_5EI_NoV05.pdf	5
Improving access, responding to patients: A how to guide for GP Practices	http://www.practicemanagement.org.uk/uploads/access_guide/090702_improving_access_responding_to_patients_final.pdf	7
Improving patient care/clinical resources and guidelines	http://www.racgp.org.au/your-practice/guidelines/	7
Improving the patient Experience: A training DVD resource for GP practices	http://www.practicemanagement.org.uk/241	5
Improving your office testing process: A toolkit for rapid-cycle patient safety and quality improvement	http://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/office-testing-toolkit/	8
Integrating Chronic Care and Business Strategies in the Safety Net: Toolkit	http://www.improvingchroniccare.org/index.php?p=Toolkit&s=244 OR http://www.improvingchroniccare.org/index.php?p=The_Chronic_Care_Model&s=2	4
Interdisciplinary care tools	http://www.eicp.ca/en/toolkit/patient-engagement/tools.asp	4
International Family Practice Maturity Matrix	http://www.maturitymatrix.co.uk/	Duplicate published literature
Is Research Working for You? A Self-Assessment Tool and Discussion Guide for Health Services Management and Policy Organizations	http://www.cfhi-fcass.ca/Libraries/Documents/SAT-Self-Assessment-Tool.sflb.ashx	4
IT/eHealth/Program Templates	http://www.actml.com.au/resources/it-ehealth-program-templates	6
Leadership Skills	http://www.mindtools.com/pages/main/newMN_LDR.htm	6
LEADS Resources	http://leadscollaborative.ca/site/resources?nav=02	5
Lean	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/lean.html	8
Learning from Change	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/human_dimensions_-_learning_from_change.html	6
Let patients help heal care: e-patient Dave	http://www.hqsc.govt.nz/publications-and-resources/publication/1428/	4
Listening the importance of this skill	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/listening_-_importance_of_this_skill.html	6
Making every minute count: Tools to improve office efficiency	http://www.aafp.org/fpm/2005/0400/p61.html	5
Making niggling issues visible	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/identifying_problems_-_making_niggling_issues_visible.html	5
Making Shared Decision making a reality: No decision	http://www.kingsfund.org.uk/sites/files/kf/Making-shared-decision-making-a-reality-paper-Angela-Coulter-Alf-Collins-July-2011_0.pdf	4

Tool	URL (last accessed November 2015)	Score
about me, without me.		
Managing conflict	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/human_dimensions_-_managing_conflict.html	6
Managing stress	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/human_dimensions_-_managing_stress.html	5
Medical leadership Competency Framework	http://www.aomrc.org.uk/projects/enhancing-engagement-in-medical-leadership.html	4
Minnesota Shared Decision Making Collaborative	http://msdmc.org/	No access
New Idea Scorecard	http://www.ihi.org/resources/Pages/Tools/NewIdeaScorecard.aspx	6
NSW Chronic Disease Management Program Resources	http://www.gpnsw.com.au/programs/chronic-disease-mgmt/resources.html	No access
One21seventy CQI cycle	http://www.one21seventy.org.au/	No access
Option Grids	http://www.optiongrid.org/	5
Organisational Self-assessment and Planning tool for consumer and Community participation	http://tascoss.org.au/Portals/0/Documents/Strengthening%20Our%20Sector/Consumer%20Engagement/2010%203OrgSelf-AssessTool.pdf	3
Organisational Self-Assessment and Planning Tool for Consumer and Community Participation (2003)	http://www.healthissuescentre.org.au/images/uploads/resources/Organisational-Self-Assessment-Tool.pdf	Duplicate in grey literature
Partnering in self-management support: toolkit for clinicians	http://www.ihi.org/resources/Pages/Tools/SelfManagementToolkitforClinicians.aspx	4
Patient and family centred care organisational self-assessment tool	http://www.ihi.org/resources/Pages/Tools/PatientFamilyCenteredCareOrganizationalSelfAssessmentTool.aspx	5
Patient Centred Medical Home Checklist	http://www.aafp.org/dam/AAFP/documents/practice_management/pcmhc/PCMHCchecklist.pdf	6
Patient Cycle tool	http://www.ihi.org/resources/Pages/Tools/PatientCycleTool.aspx	5
Patient Engagement Project	http://www.cfhi-fcass.ca/OurImpact/ImpactStories/ImpactStory/2012/10/31/93366af2-5ef7-48df-9a7e-6c98d880e236.aspx	7
Patient Participation Groups	http://www.rcgp.org.uk/policy/rcgp-policy-areas/~media/Files/Policy/A-Z-policy/RCGP-Patient-Participation-Groups-Getting%20Started-booklet.ashx	4
Patient perspectives	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/patient_perspectives.html	4
Patient Safety Culture Improvement Tool: Development and Guidelines for Use (PSCIT)	http://www.longwoods.com/content/19604	8
Patient satisfaction Survey 1996	http://www.aafp.org/fpm/1999/0100/fpm19990100p40-rt1.pdf	6
Patient Surveys: Research and Resources	http://www.hscr.co.nz/research-and-resources/	7
Patient-engagement surveys	http://www.eicp.ca/en/toolkit/patient-engagement/default.asp	4
PDSA Individual GP Quality Improvement (QI & CPD) RACGP	http://www.racgp.org.au/your-practice/guidelines/greenbook/prevention-in-general-practice/planning-for-prevention/plan,-do,-study,-act-cycle/	8
Pen Cat audit tool recipes for Cancer Screening	http://www.nmml.org.au/page/Programs/GP_services/Preventative_health/	5
Pen Tool	http://www.barwonml.com.au/health-professionals/general-practice-support/pen-tool	6
PenCAT resources	http://www.gmsbml.org.au/Health-Professionals-Services-eHealth-PenCAT.php	6
Perfection Level Goals and promises to Patients	http://www.ihi.org/resources/Pages/Tools/PerfectionLevelGoalsandPromisestoPatientsWorksheetGoalsandPromisesWorksheet.aspx	5

Tool	URL (last accessed November 2015)	Score
Worksheet (Goals and promises Worksheet)		
Performance management	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/performance_management.html	7
Performance measures sheet	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/performance_measures_sheet.html	3
Person Centred Care Resource Centre: Shared Decision Making	http://personcentredcare.health.org.uk/person-centred-care/shared-decision-making	8
Person Centred Practice: Guide to implementing person centred practice in your health service	http://www.health.vic.gov.au/older/toolkit/02PersonCentredPractice/docs/Guide%20to%20implmentating%20Person%20centred%20practice.pdf	4
Person-centred practice resources/guide to implementation	http://www.health.vic.gov.au/older/toolkit/02PersonCentredPractice/index.htm	7
Physician Practice Patient Safety Assessment 2006-2009 (PPPSA)	http://www.mgma.com/practice-resources/tools/patient-safety-tools-for-physician-practices/about-the-physician-practice-patient-safety-assessment-(pppsa)	3
Plan Do Study Act	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/plan_do_study_act.html	Duplicate in published literature
Practice Toolkits	http://www.enhanceontario.ca/?page_id=151	3
PREDICT	http://www.fmhs.auckland.ac.nz/en/soph/about/our-departments/epidemiology-and-biostatistics/research/view-study/research/predict-in-primary-care.html	7
Primary Care Ethnicity Data Audit Toolkit	http://www.health.govt.nz/publication/primary-care-ethnicity-data-audit-toolkit	4
Process improvement SIPOC model	http://www.isixsigma.com/tools-templates/sipoc-copis/sipoc-diagram/	4
Process mapping	http://www.health.vic.gov.au/qualitycouncil/downloads/process_mapping.pdf	5
Project Management Guide	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/project_management_guide.html	5
Provider and staff satisfaction survey	http://www.ihl.org/resources/Pages/Tools/ProviderandStaffSatisfactionSurvey.aspx	5
Provocation to help solve problems	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/creativity_tools_-_provocation_to_help_solve_problems.html	5
Putting the Patient in the Picture: General Practice Clinics	http://www.gmsbml.org.au/images/files/PTPITP.pdf	No access
Quality and Patient Safety Resources	http://www.cfhi-fcass.ca/PublicationsAndResources/ResourcesAndTools/QualityAndPatientSafety.aspx	No access
Quality and Service Improvement Tools	http://www.institute.nhs.uk/option.com_quality_and_service_improvement_tools/Itemid,5015.html	6
Quality Compass	http://qualitycompass.hqontario.ca/	5
Quality Improvement Hub (suite of 14 online modules)	http://www.qihub.scot.nhs.uk/education-and-learning/qi-e-learning.aspx	7
Quality Improvement Training : Supporting Primary Care to Improve Quality through Clinical Audit	http://www.wales.nhs.uk/sitesplus/888/page/59533	4
Quality in Family Practice Assessment Tool	http://qualityinfamilypractice.com/about-quality/publications/presentations/qualitystar_poster.pdf and http://www.nurseone.ca/docs/NurseOne/CNAPrimaryCareToolkit/Qua	No access

Tool	URL (last accessed November 2015)	Score
	lity Improvement Tool.pdf	
Quality in Family Practice Book of Tools	http://machealth.ca/programs/quality/b/blog/archive/2011/07/15/quality-in-family-practice-book-of-tools-available.aspx	4
Quality in Family Practice Modules	http://machealth.ca/programs/quality/default.aspx	4
RACGP Quality Framework for quality improvement	https://rnzcgp.org.nz/assets/documents/News--Events/Friday-1150-C-Mitchell-12-Feb-Quality-Framework-Presentation-Final.pdf	4
Reducing Care Fragmentation: a toolkit for coordinating care	http://www.improvingchroniccare.org/index.php?p=Care_Coordination&s=326	5
Resistance addressing uncertainty	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/resistance_-_addressing_uncertainty.html	5
Resistance understanding it	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/resistance_-_understanding_it.html	5
Resistance Working with it	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/resistance_-_working_with_it.html	5
Responsibility charting	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/project_management_-_responsibility_charting.html	5
Reviving a stalled effort	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/project_management_-_reviving_a_stalled_effort.html	5
Root cause analyses	http://www.health.vic.gov.au/clinrisk/investigation/root-cause-analysis.htm	3
Root Cause Analysis	http://asq.org/learn-about-quality/root-cause-analysis/overview/overview.html	5
Root Cause Analysis Overview	https://report.npsa.nhs.uk/rcatoolkit/course/iindex.htm	No access
Root Cause Analysis Toolkit	http://patientsikkerhed.dk/in-english/tools.aspx	5
Root cause analysis using 5 whys	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/identifying_problems_-_root_cause_analysis_using5_whys.html	5
Run charts (assess effectiveness of change)	http://www.ihl.org/resources/Pages/Tools/RunChart.aspx	4
Safer Care: Improving Patient Safety	http://www.institute.nhs.uk/safer_care/primary_care/improving_safety_in_primary_care.html	5
Scope your project	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/project_management_-_scope_your_project.html	6
Seven Steps to Patient Safety	http://www.nrls.npsa.nhs.uk/resources/collections/seven-steps-toDecision-safety/?entryid45=59804	5
Shared Decision Making Resources	https://www.icsi.org/health_initiatives/shared_decision-making/resources/	4
Six Sigma resources and tools	http://asq.org/learn-about-quality/six-sigma/overview/overview.html	4
Sort and Shine	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/sort_and_shine.html	4
SQIRe resources (leadership, organisational change)	http://www.safetyandquality.health.wa.gov.au/squire/resources.cfm	3
Staff perceptions	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/staff_perceptions.html	4
Stakeholder Analysis (General)	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/stakeholder_analysis.html	5
Statistical Process Control (SPC)	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/statistical_process_control.html	3
Successfully Implementing Change	http://www.health.vic.gov.au/qualitycouncil/downloads/successfully_implementing_change.pdf	No access
Sustaining Momentum	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/project_management_-_	5

Tool	URL (last accessed November 2015)	Score
	sustaining_momentum.html	
SWOT Analysis	http://www.mindtools.com/pages/article/newTMC_05.htm AND http://onlinelibrary.wiley.com/doi/10.1111/j.1365-2753.2010.01447.x/pdf	5
Team Climate Assessment Measure TCAM Programme	http://www.nrls.npsa.nhs.uk/resources/?entryid45=59884&p=14	8
Team Effectiveness Assessment	http://www.mindtools.com/pages/article/newTMM_84.htm#Explanation	4
Team effectiveness Tool	http://www.eicp.ca/en/toolkit/trust/teams.asp	8
Telehealth resources	http://www.racgp.org.au/your-practice/e-health/telehealth/resources/templates/	3
The Cultural Web toolkit	http://www.mindtools.com/pages/article/newSTR_90.htm	3
The governance self-assessment checklist: An Instrument for Assessing Board Effectiveness	http://onlinelibrary.wiley.com/doi/10.1002/nml.69/pdf	3
The International Family Practice Maturity Matrix (IFPMM)	http://equip.ch/flx/projects/tools_and_methods/organisational_development_in_family_medicine/	Duplicate in grey and published literature
The Leadership Framework Self- Assessment Tool	http://www.leadershipacademy.nhs.uk/wp-content/uploads/2012/11/NHSLeadership-Framework-LeadershipFrameworkSelfAssessmentTool.pdf	6
The Patient Experience book	http://www.institute.nhs.uk/images/documents/Share%20and%20network/PEN/9340-2900792-TSO-Patient%20Experience_ACCESSIBLE2.pdf	5
The Quality of Patient Engagement and involvement in Primary Care	http://www.kingsfund.org.uk/sites/files/kf/field/field_document/patient-engagement-involvement-gp-inquiry-research-paper-mar11.pdf	4
Today's office visit survey card	http://www.ihl.org/resources/Pages/Tools/TodaysOfficeVisitSurveyCard.aspx	6
Tracer Study	http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/process_mapping_-_tracer_study.html	4
Using PEN Clinical Audit Tool Training Tutorial	http://www.barwonml.com.au/files/Health_Professionals/General_Practice_Support/Pen_Tool/Pen%20Clinic%20Audit%20Tool%20Training%20Doc.pdf	5
Validated patient feedback form & guide	http://www.racgp.org.au/your-practice/standards/resources/patient-feedback/	6
What's in it for me charts	http://www.npc.nhs.uk/improvement_tools/change/resources/resources_dimensions/pt_wifm.pdf	6
WorkLife Pulse Survey Tool also known as Pulse Tool	http://www.longwoods.com/content/18674	No access