

Appendix 9 – Additional figure

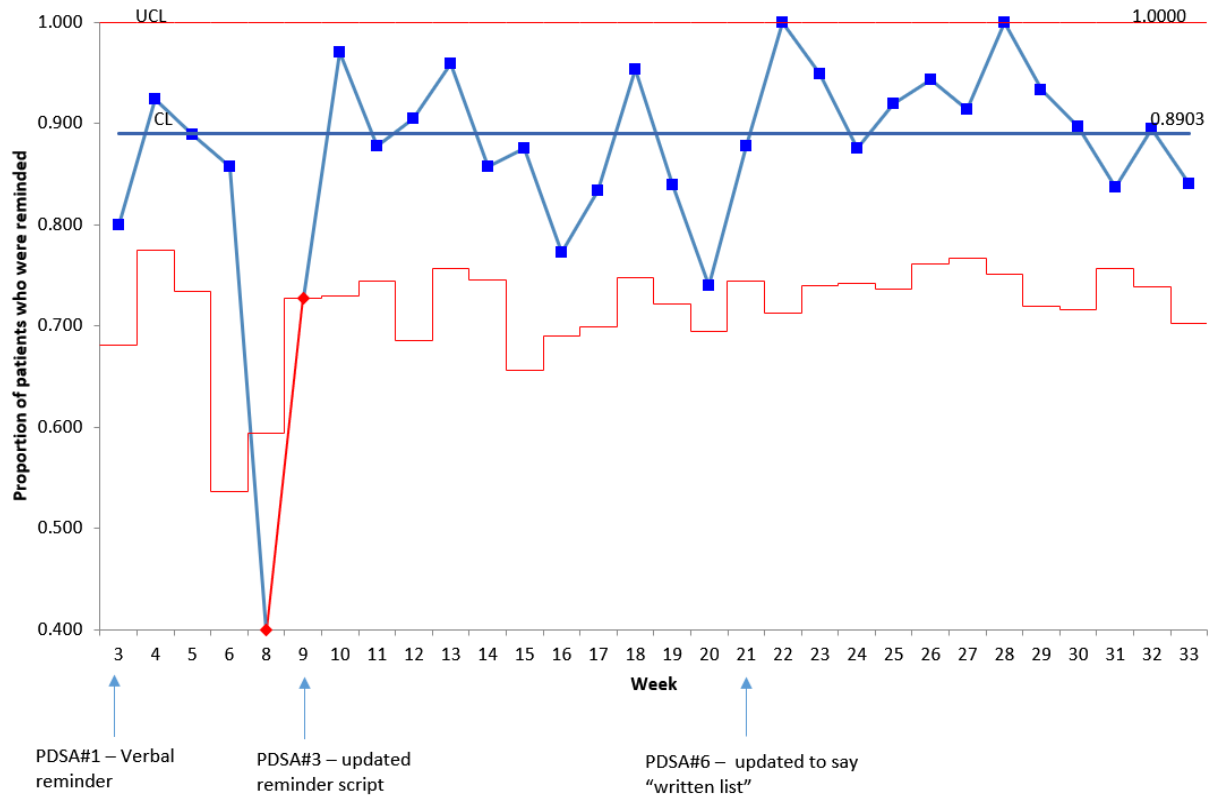


Figure 5. P-chart - the proportion of patients who received a reminder about bringing medications/medication lists from Nov 30th, 2016 – June 30th, 2017. The data points in red indicate that there was special cause variation – 1 point below the lower control limit at week 8 and two out of three points below 2 sigma for weeks 8-9. Each data point represented an average of 34.3 patients per week. The red lines represent the upper and lower control limits, and the blue line represent the control limit.