

Date 1/21/14

## PLAN

**Objective** for this cycle

- *What do you hope to learn?*

Current staff satisfaction with overall clinic flow/registration. Patient barriers to coming to clinic appointments.

Specific questions to address:

1. Are there things that can be changed to help process?
2. What are the current barriers to keeping appointments.
- 3.

## Predictions/Hypotheses

- *What do you think will happen when the test is done?*

Staff will be less satisfied that we think with current process. Patients and staff will have valid input that QI team may be missing.

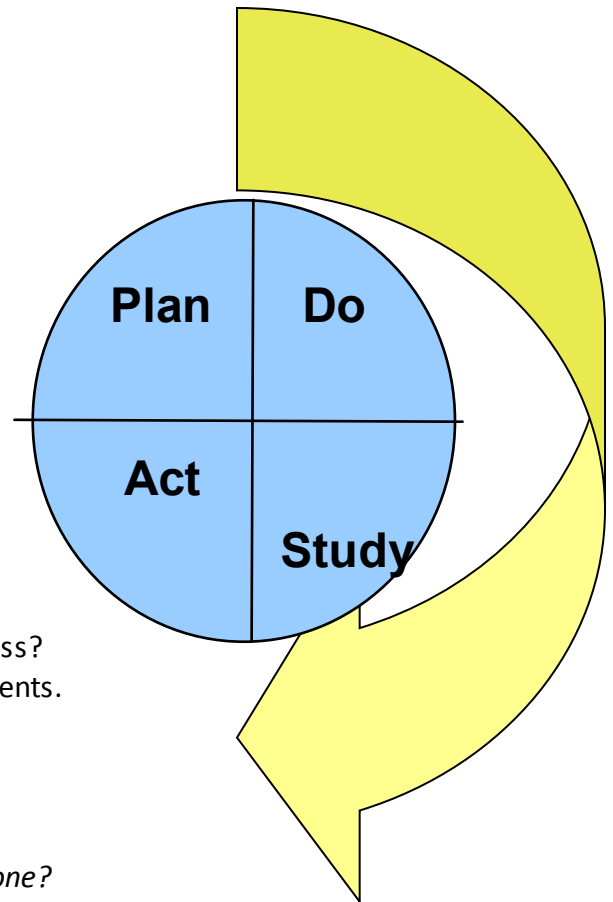
## Plan

For test: *who, what, when, how, where*:

QI team will develop surveys. All staff will fill out survey. Front desk staff will hand out surveys to current family planning patients.

For data collection: *who, what, when, how, how long*:

overall satisfaction will be scored based on staff rating.



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**DO** Carry out the change/test.

- Collect data.
- Note when completed, observations, problems encountered, and special circumstances

**STUDY** Analyze and summarize data (quantitative and qualitative)

- What went well?
- What could be improved?

**ACT** Document what was learned and plan next cycle

- Should Adapt, Adopt, or Abandon the change?

- What adaptations are needed?
- Are you confident that you should expand size/scope of test?



## PDSA Cycle Tracking Form

Name of Person Testing Change: \_\_\_\_\_

Change Tested: \_\_\_\_\_

Cycle No.	<u>PLAN</u>	<u>DO</u>	<u>STUDY</u>	<u>ACT</u>
	<ul style="list-style-type: none"> <li>• What did you test?</li> <li>• How did you test it?</li> <li>• Who and how many did you test it with?</li> </ul>	Date Tested	<ul style="list-style-type: none"> <li>• What did you learn?</li> <li>• What worked well?</li> <li>• What could be improved?</li> </ul>	<ul style="list-style-type: none"> <li>• How will you adapt the change?</li> </ul>
1				
2				

3				
4				
5				

