

Date January 2013

PLAN

Objective for this cycle

- *What do you hope to learn?*

Whether decreasing hand-offs with the monthly MIECHV data template will lead to a decrease in delays and/or errors'?

Specific questions to address:

1. Why are so many people filling in the form?
2. Who can fill in the form most efficiently?
3. How can you tell if this change is working?
4. Do you see a decrease in delays and/or errors b/c of this change?

Predictions/Hypotheses

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

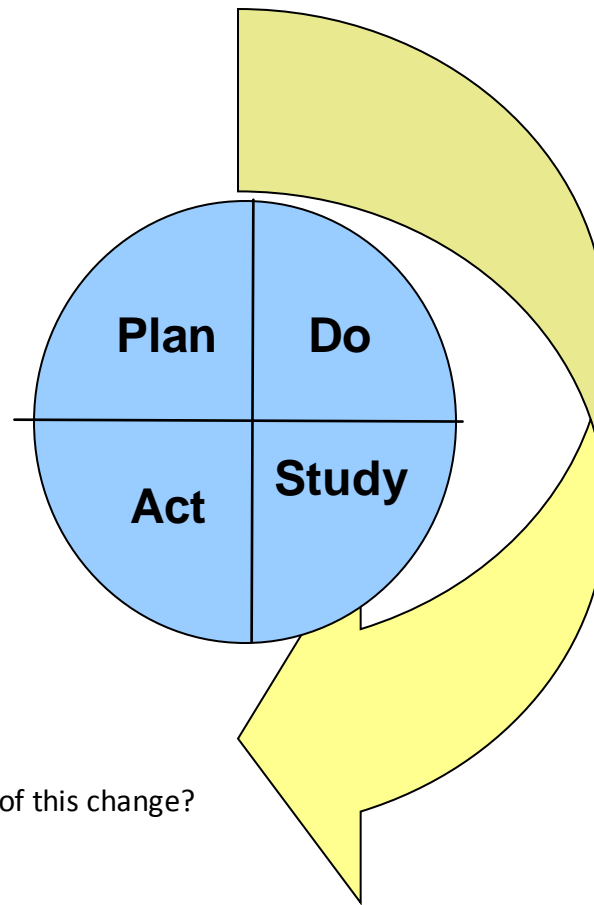
The process will take less time while maintaining high degree of accuracy.

Plan

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

Nina will fill in the data template directly from the database each month. She will forward it to Jan for review who will then submit to Shruti.

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



Shruti will interview program manager and data staff at the site to gather qualitative data on the questions identified above.

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?*

(see tracking form below)

PDSA Cycle Tracking Form

Name of Person Testing Change: _____Nina and Jan (Healthy Families Durham)_____

Change Tested: ____Have Nina complete the monthly data template directly and then forward to Jan for review____

| Cycle No. | <u>PLAN</u> | <u>DO</u> | <u>STUDY</u> | <u>ACT</u> |
|-----------|---|---|--|---|
| | <ul style="list-style-type: none"> • What did you test? • How did you test it? • Who and how many did you test it with? | Date Tested | <ul style="list-style-type: none"> • What did you learn? • What worked well? • What could be improved? | <ul style="list-style-type: none"> • How will you adapt the change? |
| 1 | <ul style="list-style-type: none"> • Decrease the number of hand-offs at the site level when completing the monthly MIECHV data template. • Rather than having Nina send Jan the monthly data in an email format, have her enter the data directly into the report template and then forward to Jan. • Tested it with two program staff (Nina and Jan) | Nina began filling out the template 3 months ago and then sending to Jan. | <p>The first month there were multiple questions from Jan to Nina. This took approximately an hour to work through. The last time this was done (for the March data), Jan had a few questions that were resolved in about 5 minutes. Nina is filling out the form quite quickly directly from the queries in ACCESS.</p> <p>What could be improved? It is still confusing that the number of discharges are not on the form, so every month, I have to get that information from Nina in order to interpret the form correctly. That takes extra time.</p> | <p>We will adopt the change and keep doing this. It will be even easier when we add the number of discharges to the form. In the meantime, Nina is providing this data to her to clear up any confusion about discharges.</p> <p>Adding the discharge into the report template is something to consider for report template PDSA.</p> |

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