

Date 1/21/14

PLAN

Objective for this cycle

- *What do you hope to learn?*

Has the changing of the reminder call script changed the no show rate. Are other things being added to the reminder call.

Specific questions to address:

1. Is the reminder call script being used?
2. Are there barriers to this?
3. How long does this take?

Predictions/Hypotheses

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

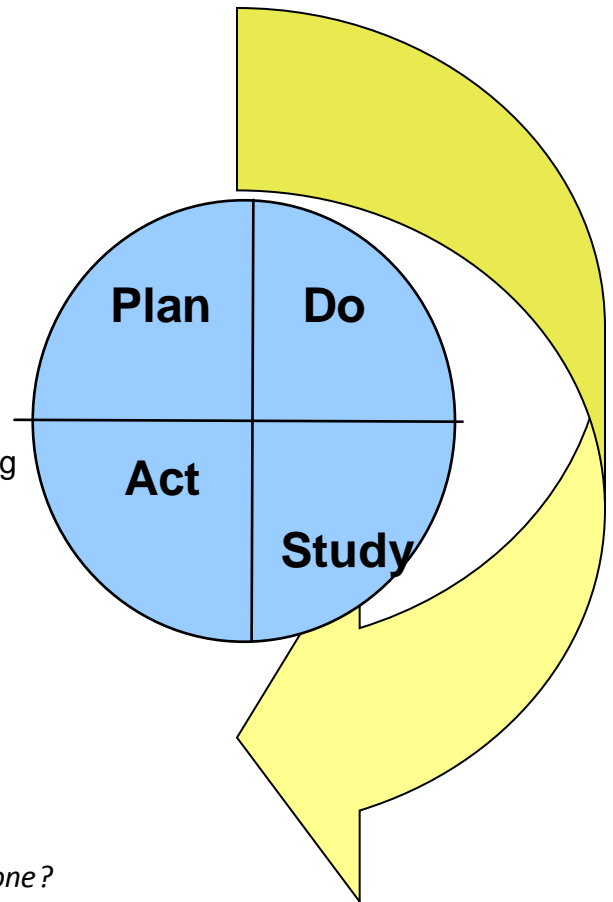
The same as the previous PDSA. The reminder call script is not being used universally.

Plan

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

QI team will speak to front desk staff and remind them to use this script. Front desk will use this script

For data collection: *who, what, when, how, how long*:
same as previous PDSA



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> <ul style="list-style-type: none">• What did you test?• How did you test it?• Who and how many did you test it with?	<u>DO</u> Date Tested	<u>STUDY</u> <ul style="list-style-type: none">• What did you learn?• What worked well?• What could be improved?	<u>ACT</u> <ul style="list-style-type: none">• How will you adapt the change?
1				
2				

3				
4				
5				

