Date ____________________

PLAN

Objective for this cycle
  • What do you hope to learn?
    The baseline rate of successful contact via reminder call

Specific questions to address:
  1. What is the baseline? Can they get to everyone?
  2. How long does this take?
  3. Is phone contact the best and do patients call back if message is left?

Predictions/Hypotheses
  • What do you think will happen when the test is done?
    We will have more clear data to plan. Many calls will be unsuccessful.

Plan
For test: who, what, when, how, where:
Front desk staff will call all patients to remind them of appointment on every day for 7 business days..

For data collection: who, what, when, how, how long:
Front desk staff will document and tally on the paper schedule for each day of business.

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: ______________________

<table>
<thead>
<tr>
<th>Cycle No.</th>
<th>PLAN</th>
<th>DO</th>
<th>STUDY</th>
<th>ACT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• What did you test?</td>
<td>Date Tested</td>
<td>• What did you learn?</td>
<td>• How will you adapt</td>
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<td></td>
<td>• How did you test it?</td>
<td></td>
<td>• What worked well?</td>
<td>the change?</td>
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<td></td>
<td>• Who and how many</td>
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<td>• What could be improved?</td>
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<td>did you test it with?</td>
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