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: __________________________

<table>
<thead>
<tr>
<th>Cycle No.</th>
<th>PLAN</th>
<th>DO Date Tested</th>
<th>STUDY</th>
<th>ACT</th>
</tr>
</thead>
</table>
| 1         | - What did you test?  
- How did you test it?  
- Who and how many did you test it with? | | - What did you learn?  
- What worked well?  
- What could be improved? | |
| 2         | | | | |

