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 than 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.

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: __________________________

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