

Date ___February 2013_____

PLAN

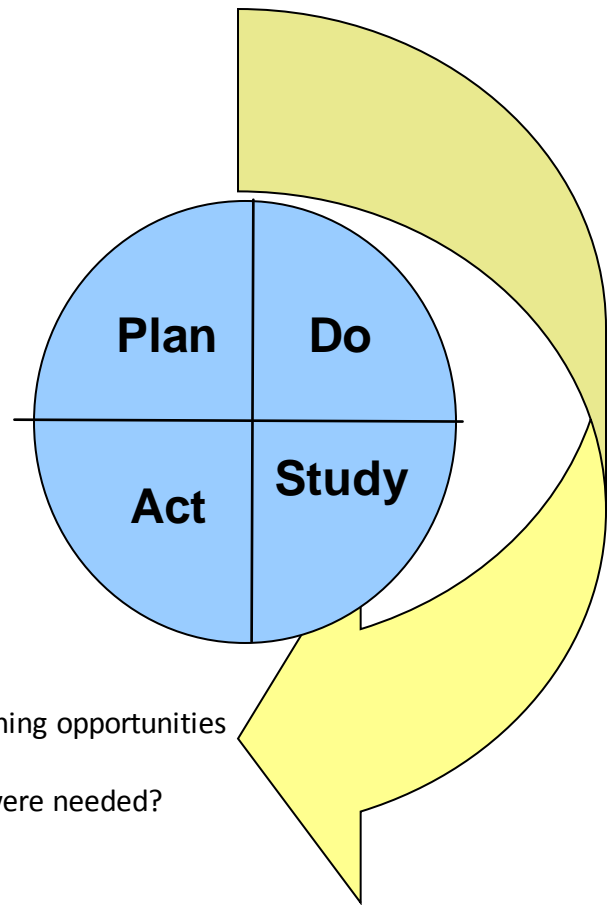
Objective for this cycle

- *What do you hope to learn?*

If team members request staff correct errors and resubmit rather than correcting errors for them, can we decrease the number of errors seen and identify learning opportunities for staff?

Specific questions to address:

1. How did you know this change was working?
2. Were you able to identify any learning and/or training opportunities for staff?
3. Did this indicate that system or process changes were needed?



Predictions/Hypotheses

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

This change will allow programs and state team to identify learning opportunities for systems improvement and clarify expectations for job responsibilities.

Plan

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

Jan and Shruti will request that staff resubmit inaccurate data reports. This will take place for monthly data reports as well as other data collection efforts at the local and state levels.

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

Jeannie will collect qualitative data on the identified questions 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?*

PDSA Cycle Tracking Form

Name of Person Testing Change: Jan and Shruti

Change Tested: _____

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? 	<p>Date Tested</p>	<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"> • If team members request staff correct errors and resubmit rather than correcting errors for them, can we decrease the number of errors seen and identify learning opportunities for staff? • Collect qualitative data to answer the following questions: <ol style="list-style-type: none"> 1. How did you know this change was working? 2. Were you able to identify any learning and/or training opportunities for staff? 3. Did this indicate that system or process changes were needed? • Interview Jan and Shruti to collect qualitative data. 	4/9/13	<p>Jan: This has been more of a general change in my management style. I can't really quantify it, though I can tell you that it's made me more conscious of following up on mistakes, rather than just fixing them myself. I have had a few opportunities for re-teaching. For example, not related to this project, but related to Healthy Families America credentialing, I found that our data entry person was entering into the database incorrectly when a client changed "levels". This was messing up our queries to find out if families were staying on level 1 for long enough. So, Nina and I did a re-teaching session.</p> <p>Also, when I do spot checking on the data entry and find an error, I just highlight it on the monthly report and give it back to our data</p>	<p>We will adopt this change into practice. In order to keep this a focus for staff to continue implementing this change, we will add a check in into the team meeting agenda.</p> <p>Team will use this process with additional supervisors after new data report template is implemented. (Consider including this change in the instructions for new monthly data template).</p>

			<p>entry person to re-enter. Also, when I find an error on the monthly reports, I highlight and give back to the FSW for correction.</p> <p>I am still finding it more trouble than fixing it myself and it's annoying when it holds up the data entry process, but I know in the long run, it will pay off.</p> <p>Shruti: I find that this new change sometimes holds up the process for me as well in that after asking supervisors to resubmit, sometimes there is a wait time before the resubmission is sent.</p> <p>I have noticed more accuracy in data over the past month and I while this may not be directly correlated to this change, maybe it is allowing supervisors to be more cognizant of the data overall.</p>	
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