Date __2/6/14_____

PLAN

Objective for this cycle
- *What do you hope to learn?*
Effective communication,
freeflowing (2 way) communication

Specific questions to address:

1. What does staff consider to be effective communication?
2. How do we assure communication method was effective?
3. How do we shift communication culture?
4. How do we assure the actual message was communicated and received correctly?

Predictions/Hypotheses
- *What do you think will happen when the test is done?*
Barriers in communication will be identified. Baseline understanding of agency comunication will be obtained. Identify learner types of individual staff (define it).

Plan
For test: *who, what, when, how, where*:
QI committee will develop a survey by 2/14/14 and Robin will distribute to all staff to complete.
QI team will "huddle" on 2/14/14 to present Kaizen Report to all staff at clinical staff conference. Deb will speak with Cindy, at the front desk, 2/7/14 and introduce the new tools.
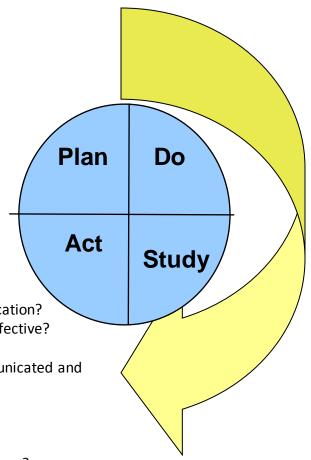Kim will meet all staff and educate about them the new forms on 2/14/14.

For data collection: *who, what, when, how, how long*:
Robin will graph survey results of staff and share via email by 2/24/14. Data will be collected from 2/14/14 til 2/24/14. Staff will be updated via newsletter and email by 3/10/14. Shelia will create this newsletter.

_____

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 adaptions 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.	*PLAN* • **What did you test?** • **How did you test it?** • **Who and how many did you test it with?**	*DO* **Date Tested**	*STUDY* • **What did you learn?** • **What worked well?** • **What could be improved?**	*ACT* • **How will you adapt the change?**
1				
2				

3			
4			
5			