

Date _____

PLAN

Objective for this cycle

- *What do you hope to learn?*

Clerical staff to be able to make labels and copy needed materials into patients medical records without leaving the office

Specific questions to address:

1. Who will contact IT Department for assisting with equipment relocation and notify clerical staff of changes ?
2. Where will printer/labler be located in Eligibility Station?
3. Who will implement the changes?

Predictions/Hypotheses

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

Clerical staff will be able to assist patients without leaving the station to make copies or labels.

Plan

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

Jenny will notify IT Department of equipment relocation and clerical staff of changes to be implemented.

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

Jenny will observe clerical staff using equipment in eligibility station for visual cues of eff

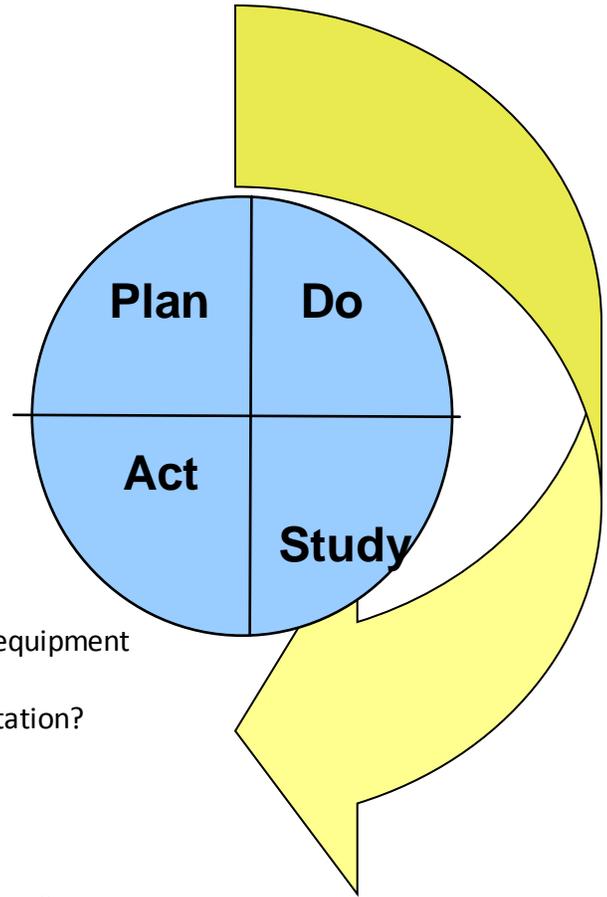
DO Carry out the change/test.

- 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: Jenny and QI team

Change Tested: Placement of printer/label maker in Eligibility Stations and chart preparation.

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? 	Date Tested	<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	Clerical staff will be able to make copies of necessary patient information and labels. Number of patients receiving services	12/2-6/2013	Clerical staff unable to do task because printers are not working.	Jenny and IT Department to locate workable equipment. Clerical staff to pull medical records and prepare necessary forms the day before patient appointments.

2	Clerical staff to pull medical records and prepare necessary forms needed the day before patient appointments.	12/9-13/2013	Clerical staff are assigned to specific clinics to pull charts and place necessary forms in them.	Clerical staff will continue to prepare medical records one day before appointment. Once workable printers are place in Eligibility Stations staff will be able to work more efficiently. Jenny to follow-up with printer situation.
3				
4				

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