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 that 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.
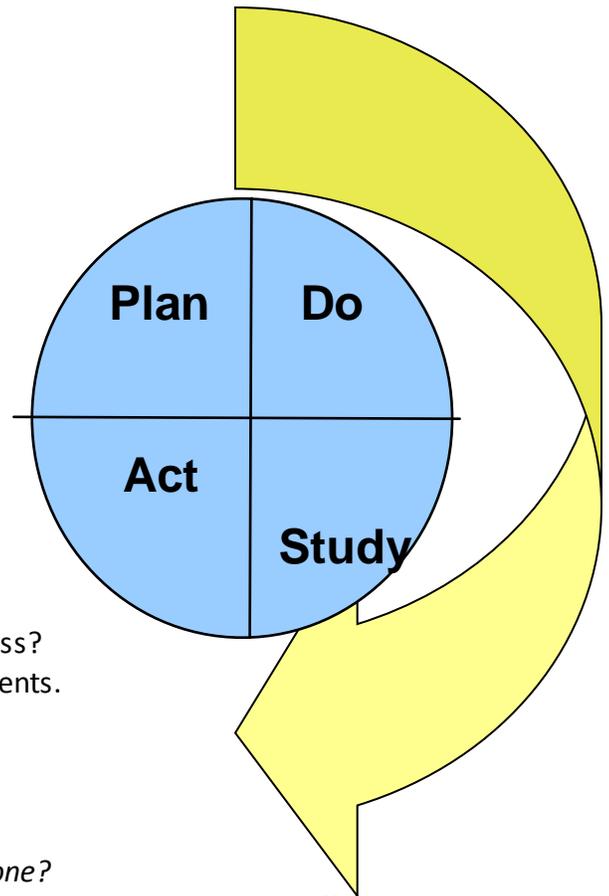
_____

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 adaptions are needed?
- Are you confident that you should expand size/scope of test?

CPHQ
— Center for Public Health Quality —

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				