

Survey Submission Form PDSA

March 5, 2013



PLAN

Objective for this cycle

- *What do you hope to learn?*
Will revising the survey submission form reduce survey submission errors?

Specific questions to address:

1. Are the instructions clear?
2. How do agencies currently receive the form?
3. Is it simple, clear and concise? Do folks know what to do with it?

Predictions/Hypotheses

- *What do you think will happen when the test is done?*
Survey submission errors will be reduced.

Plan

For test: *who, what, when, how, where*: **Who?** pilot site and ad hoc agencies; **What?** revised survey submission form; **When?** March 2013; **How?** send revised form electronically and ask them to submit surveys; **Where?** electronically and WHB

For data collection: *who, what, when, how, how long*? **Who?** Audrey & Heather; **What?** surveys errors; **When?** March 2013; **How?** track survey errors using spreadsheet; **How long?** 2-4 weeks

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? Audrey, Madison & Heather

Change Tested? Survey Submission Form

Cycle No.	<u>PLAN</u>	<u>DO</u> Date Tested	<u>STUDY</u>	<u>ACT</u>
1	<p>First revision to survey submission form:</p> <ul style="list-style-type: none"> • Removed agency letterhead requirement and replaced in with agency info fields • Included checkbox list of how to submit surveys • Included instructions on how to use the form • Simplified survey count table • Included mailing address and contact info • Tested with Compass Center (n=1). 	3/6/2013	<ul style="list-style-type: none"> • What did you learn? • What worked well? • What could be improved? <ul style="list-style-type: none"> • New form resulted in much fewer errors – only 1 of 6! • Form was complete, surveys were organized, counts were correct. • Only error was that surveys were not in file folders. These instructions were confusing, and file folder didn't fit into mailing envelope. • Total time for Madison for all steps was 25 mins. 	<ul style="list-style-type: none"> • How will you adapt the change? <ul style="list-style-type: none"> • Moved note about resubmission to the top of the page. • Changed language for #1 to include "check" • Changed language in #4 to remove file folders and ask folks to clip surveys together.
2	<p>Second revision to survey submission form:</p> <ul style="list-style-type: none"> • See adaptations above • Tested with Compass Center, Cabarrus Health Alliance and YWCA of Greensboro 	3/12/2013	<ul style="list-style-type: none"> • No errors! • YWCA GSO included 4 SSFs – one for each group of surveys → do the instructions needs to be clarified? • Allow more space for fill-out fields • Type-in PDF version? 	<ul style="list-style-type: none"> • Added note re: not including list of unique IDs w/surveys • Added physical mailing address • Clarified instructions about only sending in one form per submission • Created fill-in pdf form
3	<p>Final revision to survey submission form:</p> <ul style="list-style-type: none"> • See adaptations above • Sent to all agencies 	4/15/13		<ul style="list-style-type: none"> • Removed error for submission of >100 surveys • Added error for surveys not grouped appropriately