**AIM Statement:** ABC Clinic will improve the health of our female patients by increasing the percentage of cervical cancer screenings completed for eligible women from 55% to 70% by December 31, 2019

**PDSA Being Tested:** Same-day Cervical Cancer Screenings offered/completed at any scheduled appointment

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| **PDSA Cycle No.** | **PLAN** | | | **DO** | **STUDY** | **ACT** |
| **Description of the test:**   * **What are the details of your test?** (Who, what, when, where?) | **What do you predict will happen?** | **What data will you collect to measure whether your test made an improvement?** | **What happened?**  **What did you observe?** | **Results/Key Learnings: How did the results compare to your predictions?** | **What will you do next? What modifications will be made to the next cycle?**   * **Adopt –** The test was successful and is ready to implement * **Adapt** - More small-scale iterations are needed [based on learnings from previous tests] * **Abandon –** The test was not successful |
| 1 | 5/28 - Debbie will scrub charts to identify female patients who are due for screening and have next-day appointments; on date of appt., she will use a script to encourage same-day screening | * 20% will complete * 40% will reschedule * 20% will have completed elsewhere * 20% will refuse w/no future appt. | * Patient info. * Same-day appt. offered? Completed? Why or why not? * Return appt. scheduled? Why/why not? Date of appt. * Screening done elsewhere? Records requested? | 4 patients were identified; 2 had same-day screening; 1 rescheduled; 1 completed elsewhere | More patients agreed to same-day then predicted  Provider ran behind due to exam rooms not being equipped and ready for screening  Patients were hesitant, even when they agreed to same-day | * **Adapt –** Run above test again with following changes: Scrub patient list for patient appointments that are 3 days out; call patients 2 days prior to appointment and give them a “heads up” that the provider would like to complete the cervical cancer screening. Also, Debbie will ensure that the exam rooms are equipped with supplies and that the exam room prepped for provider. |
| 2 | Run above test again on 5/31 with following changes: Scrub patient list for patient appointments that **are 3 days out; call patients 2 days prior to appointment** and give them a “heads up” that screening will be included. Also, Debbie will ensure that the **exam rooms are equipped** with supplies and that the exam room **prepped** for provider. | * 50% will complete same-day * 30% will reschedule * 10% will have completed elsewhere * 10% will refuse   Also predicting that appt. cycle time will be extended by 10 minutes per same-day screening completed | Same data collection, but adding columns for:  **Cycle time impact**   * Did appt. run over scheduled time? * How much?   **Pre-appt. outreach:**   * Outcome of call (answered and spoke to patient; left message; wrong number) * Comments regarding patient’s response | 6 patients were identified and called 2 days prior to appt. (2 answered and the remainder received messages)  2 patients completed same-day; 2 had completed elsewhere, and 2 scheduled future appt.  Cycle time ran 5 minutes over per patient  Exam rooms were ready | Predictions were close; need to f/up on whether future appts. Scheduled were kept. | * **Adapt –** Run above test again with 2 MAs/providers |
| 3 | 2 MAs (Debbie and Joan) on 6/4 scrub patient list for patient appointments that **are 3 days out; call patients 2 days prior to appointment** and give them a “heads up” that screening will be included. Also, Debbie/Joan will ensure that the **exam rooms are equipped** with supplies and that the exam room **prepped** for provider. | * 50% will complete same-day * 30% will reschedule * 10% will have completed elsewhere * 10% will refuse   Also predicting that appt. cycle time will be extended by 10 minutes per same-day screening completed | Same Data collection tool used. | For both MAs:  9 patients were identified and called 2 days prior to appt. (4 answered and the remainder received messages)  6 completed same days, 1 had completed elsewhere and 2 rescheduled future appts. | More than 50% completed same days; note that 4 of Joan’s 5 patients completed same-days and 1 rescheduled.  1 of Debbie’s 4 patients completed same-day; 2 rescheduled, 1 refused | **Adapt –** Run test again, team member observe MA/patient interactions to identify nuances that may/may not influence patient to agree to same-day |
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