

HEALTHY CONNECTIONS PDSA WORKSHEET

(PLAN – DO – STUDY – ACT)

Clinic Name:		QI Date Range (completed by HC QI staff)	
Project Lead:		PCMH Change Concept	ENHANCED ACCESS
QI Title/name			

Define a Quality Improvement measure to improve Enhanced Access at the clinic location. The QI measure will fall into one of these areas:

1. Promote and expand access by ensuring that established patients have 24/7 continuous access to their care team via phone, email, or in-person visits.
2. Provide scheduling options that are patient- and family-centered and accessible to all patients.
3. Help patients attain and understand health insurance coverage.

BACKGROUND: (what led you to start this project? Is this cycle a continuation of another cycle? Why is this topic relevant? Include any baseline data that has already been collected. Include relevant information from literature).

PLAN:

- A. AIM/Objective statement:** (what do you hope to learn? What are you trying to improve (AIM), by how much (goal) and by when (timeframe)?)
- B. Plan for change/test/intervention:** (include the WHO (target population), WHAT (change/test), WHEN (dates of test), WHERE (location), and HOW (description of plan)).
- C. Measures:** (what will you measure in order to meet your AIMS? How will you know that a change is an improvement? Will you use outcome or process measures?).
- D. Plan for data collection:** (include the WHO (will collect), WHAT (measures), WHEN (time period), WHERE (location), and HOW (method)).

DO: (carry out the change/test. Collect Data. Be sure to note when completed, observations, problems encountered, and special circumstances).

HEALTHY CONNECTIONS PDSA WORKSHEET

(PLAN – DO – STUDY – ACT)

STUDY: (summarize and analyze data (quantitative and qualitative), and include any charts or graphs).

ACT:

- A. Document/summarize what was learned:** (Did you meet your AIMS and goals? Did you answer the questions you wanted to address? List major conclusions from the cycle).

- B. Define next steps:** (Are you confident that you should expand size/scope of test or implement? What changes are needed for the next cycle?).