

# HEALTHY CONNECTIONS PDSA WORKSHEET

(PLAN – DO – STUDY – ACT)

Clinic Name:		QI Date Range (completed by HC QI staff)	
Project Lead:		PCMH Change Concept	Patient-Centered Interactions
QI Title/name			

Define a Quality Improvement measure to improve Patient-Centered Interactions at the clinic location. The QI measure will fall into one of these areas:

1. Respecting patient and family values and expressed needs.
2. Encourage patients to expand their role in decision-making, health-related behaviors, and self-management.
3. Communicate with their patients in a culturally appropriate manner, in a language and at a level that the patient understands.
4. Provide self-management support at every visit through goal setting and action planning.
5. Obtain feedback from patients/families about their healthcare experience and use this information for quality improvement.

**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)).

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

**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?).