The worksheet will help you plan, implement, study, and interpret the effectiveness of each PDSA cycle you implement. The light grey text is to guide you through the completion of this form. Delete the light grey text and replace it with your own content.

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| **QUALITY IMPROVEMENT PROJECT**– Overview and administrative information. |
| **Goal** | By September 30, 2020, Clinic A will decrease the number of “no-show” appointments booked by Comprehensive Perinatal Services Program (CPSP) for pregnant women by 10 percentage points from the baseline (67%), with at least 1% of homeless women showing-up for their dental appointment, according to clinic A scheduling program. |
| **Target Population** | Pregnant Women  |
| **Stakeholders** | Dental Office * Front Office staff
* RDH/RDA
* Office Manager
* Dentist
* Dental Director
* Other: Scheduling Coordinator
 | OB/GYN Office* Front Office staff
* Medical Assistant
* Office Manager
* Nurse/RN
* Doctor
* Medical Director
* Other:
 | Pediatric Office* Front Office staff
* Medical Assistant
* Office Manager
* Nurse/RN
* Doctor
* Medical Director
* Other:
 | Other Participants* CPSP Staff
* WIC Staff
* Client(s)
* Other:
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| **PLAN** – Develop your action plan and data collection plan.  |
| **Objective** | CPSP will use Skype Instant Messenger (IM) with Dental Office staff to perform warm hand-offs via video-call to decrease CPSP patient no-show rates in dental office.  | **Hypotheses** | If CPSP uses Skype IM to video-call with Dental Office staff then CPSP patients will be more likely to show-up to their dental appointments and therefore decrease no-show rates.  |
| **Action Plan**  | **Who** | The CPSP coordinator will identify the pregnant women eligible to participate. *The CPSP front office staff and dental office front office staff will participate in the warm-hand-off IM-call.* The Office manager will collect the data.  | **What** | We will implement a process where the front office staff at the CPSP clinic will initiate a IM video-call when the patient completes their CPSP visit between the patient and the dental office. During this call, the office staff will identify a day/time to schedule the CPSP patient’s dental appointment.  |
| **Where/ When** | CPSP clinic Z and Dental Clinic A will participate. The test will occur on a daily basis from September 1-30, 2020.  | **How** | Using IM Skype video-conference call.  |
| **Required Resources** | The CPSP Director and Dental Director will need to approve this collaboration. Two FTEs front office staff are required: one from CPSP and one from dental. Skype IM for business licenses will be required (currently in place). No additional budget required.  |
| **Data Collection Plan** | **What** | Numerator: Total number of pregnant women seen by CPSP Clinic Z that completed a dental appointment at Clinic Z from September 1-30, 2020.Denominator: Total number of pregnant women seen by CPSP Clinic Z that schedule a dental appointment at Clinic Z from September 1-30, 2020. | **How** | The dental front office staff will note in Clinic A’s scheduling program source of referral as CPSP. The dental office manager will audit Clinic A’s scheduling program at the end of the month. Will analyze data using a run chart to determine if special cause variation is present and, if present, determine if that change was an improvement.  |

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| **DO** – Carry out the change/test. |
| **Was the PDSA Cycle Carried Out as Planned?** | * Yes.
* No. It did not go according to plan because: N/A
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| **Description** | Occassionally the CPSP front office staff forgot to initiate the IM upon the completion of the CPSP appointment. We solved this by asking the CPSP front office staff to keep the IM chat open all day. The CPSP patients appreciated the opportunity to speak directly to someone at the dental office and find a time that worked well for them.  |
| **Data and Observations** | The dental office manager audited Clinic A’s scheduling program at the end of the month. The Office Manager used an Excel tracking log to summarize the findings. Data was collected on daily basis. She then interpreted a run chart of the data and saw special cause variation – a shift an trend in the data was present. |

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| **STUDY** – Analyze the results and compare them to your predictions.  |
| **Summary of Results** | We saw a 35% decrease in the number of pregnant women missing their dental appointments from September 1-30, 2020.  |
| **Did The Results Match Your Predictions?** | * Yes

 [ ]  No. The measured results varied from our predictions because: *N/A* |
| **What Could Be Improved?** | During the next cycle, we will create a job-aid for the CPSP front office staff to remind them to initiate the warm-hand-off referral IM after each patient’s CPSP appointment. |

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| **ACT** – Identify next steps. |
| **Next Steps:** Identify whether you plan to adapt, adopt, or abandon the change you tested in this PDSA cycle. Select only 1. |
| [ ]  **Adapt**: Improve the change and continue testing.  | * **Adopt**: Select changes to implement on a larger scale.
 | [ ]  **Abandon**: Discard this change and try something new. |

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