Act Plan Study Do

PDSA WORKSHEET



Date: May 26, 2019

Name of Test: In-reach Cervical Cancer Screening

Describe briefly, at a high-level, the test of change you are planning (What is the objective? What questions do we want answered with this test?):

For any female patient in the denominator who presents at the clinic for any appointment, we will provide important education regarding cervical cancer screening

Our objective is to test whether the education (script) provided will produce either 1) a same-day cervical cancer screening completion or 2) a scheduled return appointment for a cervical cancer screening.

PLAN

What is your plan? (Answers who, what, when, and where):

- Use a script to communicate the importance of cervical cancer screening and encourage women to have screening same-day or schedule a return appointment
- Primary points of "script" in MAs own words:
 - We really encourage women to complete cervical cancer screening, as there are medical studies regarding how these studies can provide early detection of cervical cancer.
 - o If detected early, cervical cancer is one of the most successfully treatable cancers.
 - While I know it is not an easy exam, we will do our best to make you feel comfortable AND once completed, you won't have to return for 3 years!

List the tasks needed to set up this test of change	Person responsible	When will it be done?
Scrub charts to identify all eligible female patients with next-day appointment who are due for screening	Debbie	Tuesday, 5/28
For patients identified during chart-scrubbing on previous day, discuss importance of cervical cancer screening with patient during rooming process	Debbie	Wednesday, 5/29
If patient agrees to same-day screening, communicate with provider to complete screening	Debbie/Dr. Jo	Wednesday, 5/29
If patient prefers to come back, schedule a return appointment	Debbie/Dr. Jo	Wednesday, 5/29

Predict what you believe will happen when the test is carried out

- Of patients that Debbie talks to 20% will agree to a same-day screening
- Of patients that Debbie talks to, 40% will schedule an appointment.
- Of patients that Debbie talks to, 20% will say that they already had a screening elsewhere
- Of the patients that had screening done with a different provider, 80% of records are collected
- 20% of patients will not make an appointment

What data will be collected to determine if your test is successful?

	Same-day Screening			Return Appointment			Screening Done Elsewhere?			
							Return			
	Same-day	Same-day		Return Appt.			Appt.		Date	
Patient's Identified	Offered?	Completed?	Comments	Scheduled?	If yes, date		Kept?	If yes,	Records	Date Records
as Needing PAP	(Y/N)	(Y/N)	(Why/Why Not?)	(Y/N)	of appt.	If no, why not?	(Y/N)	where?	Requested	Received

DO

Describe what happened when you ran the test (what did you observe?)

- Debbie identified 4 patients who were due for screening and had next day appointments
- Upon rooming them, she discussed the importance of cervical cancer screening and shared that the provider would like to complete the exam during today's appt.
- Results:
 - o 2 of the 4 patients identified, received same-day screening
 - o 1 of the 4 patients indicated that the screening had been completed elsewhere
 - o 1 of the 4 patients scheduled an appointment to return for the screening

STUDY

Describe the measured results and how they compared to the predictions (what did you learn?)

- Debbie shared that patients seemed hesitant to agree to a same-day screening perhaps because they weren't expecting it. One patient even said, "I wish I had known beforehand I just have to be mentally prepared."
- Although the provider ran behind schedule, she did feel satisfied to have ensured the patients did not have to return
- One exam room was not fully equipped for the screening.

ACT

Describe what modifications will be made to the plan for the next cycle (based on your learnings)

• 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.