

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:
 - 2 of the 4 patients identified, received same-day screening
 - 1 of the 4 patients indicated that the screening had been completed elsewhere
 - 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.