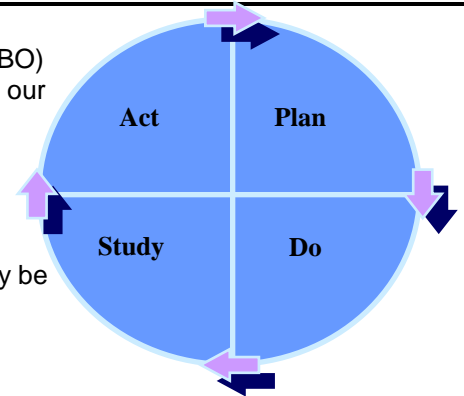


# Plan a Test of Change

Cycle #:\_1\_ Start Date: 7/1/16 End Date: 7/25/16

**Objective for this PDSA Cycle (Aim):**

By July 31, 2016, our practice will invite at least 1 community-based organization (CBO) or state agency on our referral/resource list, such as Early Intervention (EI) to attend our monthly physician and staff meeting to help us better connect our families with appropriate supports and services, based on their needs.



**PLAN:**

**QUESTIONS** Who should we invite first? Will a rep from the organization/agency be willing/able to attend our meeting? Can we allot a half hour of our agenda for this purpose? Will it be useful for everyone or just physicians?

**PREDICTIONS** We can schedule a rep to attend our next meeting but it may be difficult because it is summer and people are on vacation. This opportunity to meet with a CBO or state agency we currently refer patients to will be useful for both physicians and staff members.

**PLAN FOR CHANGE OR TEST: WHO, WHAT, WHEN, WHERE**

Our core team decided that Mary Jo (Nurse Manager) will contact the EI program tomorrow and invite someone to attend our monthly meeting in our office and give a brief 15-20 minute presentation about services and eligibility and be prepared to take 10-15 minutes of questions from the group.

**PLAN FOR COLLECTION OF DATA: WHO, WHAT, WHEN, WHERE**

An evaluation form will be completed by each participant at the end of the meeting: Was it helpful/useful? Why or why not? How can we improve it next time? What organization/agency should be invited to our next meeting?



**DO: CARRY OUT THE CHANGE OR TEST; COLLECT DATA AND BEGIN ANALYSIS.**  
REPORT THE RESULTS OF YOUR TEST HERE. Describe observations, problems encountered, and special circumstances.

**STUDY: COMPLETE ANALYSIS OF DATA; SUMMARIZE WHAT WAS LEARNED**

**ACT: ARE WE READY TO MAKE A CHANGE? Modifications or refinements to the test?  
PLAN FOR THE NEXT CYCLE**

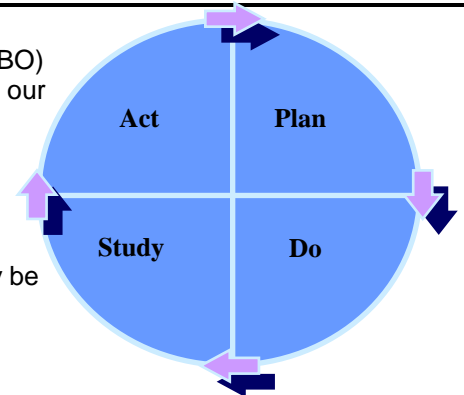
**MODEL FOR IMPROVEMENT**

**Team Name: ABC Pediatrics**

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Two representatives from the EI program our staff meeting on July 25<sup>th</sup>. Good questions were asked. There was some confusion among the physicians about the referral process. A lengthy discussion followed about how communication and information sharing by EI with our practice needs to be improved. The program manager left her card and encouraged the physicians and staff to call her in the future with any questions or concerns related to these issues.

**STUDY: COMPLETE ANALYSIS OF DATA; SUMMARIZE WHAT WAS LEARNED**

All participants completed the evaluation form but it up took too much time. Overall, everyone thought the presentation and information shared was useful. The physicians especially liked the face-to-face interaction. Feedback included that next time 1 or more parents/caregivers who use or have used the services of the invited org/agency should be invited to attend that part of our meeting. Three physicians would like to learn more about the Family-to-Family Health Information Centers.

**ACT: ARE WE READY TO MAKE A CHANGE? Modifications or refinements to the test?**

Plan for next cycle: There is no August meeting. Mary Jo will contact our state's Family-to-Family Health Information Center and invite them to attend our Sept. meeting. We will also identify 1 or more family(ies) who use the support and/or services that they offer and invite them to attend that portion of our meeting.

Rather than collecting the evaluation/feedback on paper, we will test using Survey Monkey and send the URL via email to each meeting attendee after our next meeting.