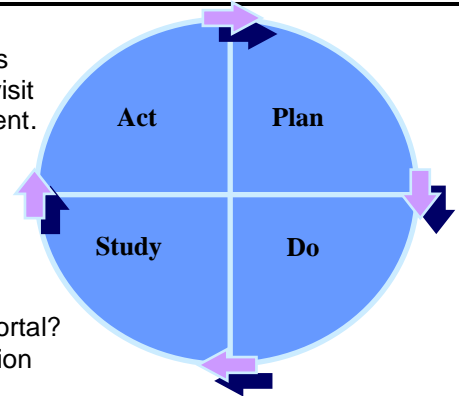


Plan a Test of Change

Cycle #: _1_ Start Date: 7/18/16 End Date: 8/5/16

Objective for this PDSA Cycle (Aim):

By August 31, 2016, at least 90% of the primary caregivers of our 11 yrs. old patients who were seen for a well visit that month will have completed and returned the Pre-visit Contact form via the patient portal at least 24 hours prior to the scheduled appointment. This will help update our healthcare information since the patient's last visit and the top 3 concerns/topics to be discussed at the visit.



PLAN:

QUESTIONS Will the parents/caregivers respond to our request via the Patient Portal? How far in advance of the appointment should staff send the request for the completion of the form?

PREDICTIONS At least 75% of the parents/caregivers will return the form at least 24 hrs. before scheduled appointment.

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

Starting in mid-July, secure emails will be sent by Mary (PSA) on Mondays via the patient portal to primary caregivers 2 weeks prior to each patient's scheduled well-care visit. The email will include the Pre-visit Contact form and instructions on how to complete and submit it at least 24 hrs. before the patient's scheduled visit. Returned forms will be scanned into the patient's record. Joyce (MA) will access and review the form when rooming the patient. If no form is there, she will ask the questions and document the answers in the patient's record for physician/NP to use.

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

At the end of 8/1, count # of 11 yrs. old patients seen that day for well visit and how many had documentation in the record of a completed pre-visit form (# completed prior to visit and # completed that day). At end of visit, parent/caregiver will be asked for feedback about the form...was it useful? What did they like about it? What changes should be made?



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.

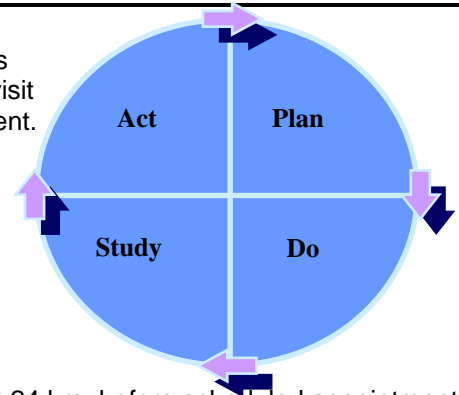
STUDY: COMPLETE ANALYSIS OF DATA; SUMMARIZE WHAT WAS LEARNED

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

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

At the end of each day during week of 8/1, count # of 11 yrs. old patients seen that day for well visit and how many had documentation in the record of a completed pre-visit form (# completed prior to visit). At end of visit, parent/caregiver will be asked for feedback about the form...was it useful? What did they like about it? What changes should be made?



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.

On July 18th, Mary sent the secure emails to the primary caregiver of each 11 yrs. old patient with an appointment scheduled during the week of Aug.1st. Of the 10 families she emailed, all had portal accounts (thanks to our recent enrollment campaign!); 1 did not have a valid email address so she followed up with that mom by phone. Two completed forms were returned by the end of the day!

STUDY: COMPLETE ANALYSIS OF DATA; SUMMARIZE WHAT WAS LEARNED

Of the 10 parents/caregivers contacted for that week's appointments, only 6 (60%) completed and returned the form at least 24 hrs. prior to the visit. Joyce report that 2 completed/submitted forms were not found in the patient's record to review and the questions had to be asked again which did not make the parent/caregiver happy. All 6 parents/caregivers offered feedback: Q2 had a duplicate question; for Q4, being asked "who" was confusing; for Q5, how do *they* know if the patient will need bloodwork? They all liked Q7 (top 3 concerns/topics to discuss at the visit). Four reported getting the email 2 weeks before the visit gave them time to put it aside. A reminder would be helpful. Dr. Gordon reported she forgot to review the form for the first two 11 yrs. old patients she saw (she'd missed Huddle that morning!).

An additional 4 parents/caregivers who scheduled the patient's adol. well-visit less than 2 week before the appointment date did not receive a form via the portal prior to the appointment so all had to complete the form at the appointment!

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

PLAN FOR THE NEXT CYCLE:

Mary will generate emails, with form, 1 week before appointment data and will edit message of auto-reminder sent 48 hrs. before appointment date.

Joyce will download submitted forms each day and scan them into the patient's record prior to the visit.

Huddle will include # of 11 yrs. old being seen for well-visits that day (as reminder to review/discuss pre-visit form and HPV decision aid which are both currently being tested).