Plan Do Study Act (PDSA) Template

Healthcare Improvement Scotland

Aim (overall goal for this project)		
Reduce volume of GP internal/external mail by 50% by January 2019		
Change idea		
Measurement of document workflow		
PDSA objective: Describe the objective for this PDSA cycle	**Cycle No: 1**	**What questions do you want answered for this test of change?**
To determine effectiveness of the Workflow staff distributing the documents across the team (including GPs, Nurses, Pharmacists and straight-to-file).		How will the workflow be received by GPs (and other staff)? Will this make a sufficient reduction in GP mail? What will be the volume of "bounced" documents (returning from original destination back to Workflow or to GP)? Will there be any issues with the software? What will be the quality of the workflow process?
Predict what will happen when the test is carried out		**Measures to determine if prediction succeeds**
1. Some staff will be hesitant about workflow. 2. There will be some issues with the software reporting. 3. There will be a volume of workflow'd documents that will be inaccurate. 4. There will be a volume of workflow'd documents that will "bounce" in the system after the original destination. 5. There may be a requirement for further process mapping.		1. % of staff satisfied with workflow 2. % of accurately workflow'd documents 3. % of "bounced" documents 4. % of documents diverted from GPs.

Plan			
List the tasks needed to set up this test of change	**Person responsible**	**When to be done**	**Where to be done**

Do	Describe what happened when you ran the test

Study	Describe the measured results and how they compared to the predictions

Act	Describe what modifications in the plan will be made for the next cycle from what you learned