

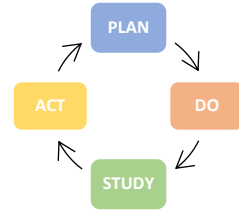
TRACTION Learning Collaborative – PDSA

SITE: Gundersen Health System

DATE: 3 Nov 2020

CYCLE #:

PDSA TITLE: how to distribute the R3 – take 2.



PLAN

- **What is the objective for this cycle?**

Determine how to best get the R3 to our RA patients.

- **What do you predict will happen?**

As a group we will find a new strategy. It will probably be more realistic this time, because we have already learned from our first round. The new strategy will be a less cumbersome process for everyone. We won't have to rely on an archaic system (snail mail). Having the patient complete the R3 right at the time of visit will be most up to date – and will provide a visual to remind the provider to address the R3.

- **What is the plan for the cycle? What are the steps to execute the cycle, including data collection (who, what, where, when)?**

R3's will be given to the patients by the MA's when patients arrive at the clinic. Randi and LeeAnne will mail out R3's to phone call and skype visits. Providers will score it when they get in the exam room.

MA's will have to determine which patients need the RA – this should only require a quick chart review when prepping for that day's patients. Randi agreed to educate remaining MA's about the process and get them on board.

DO

- **Carry out the cycle. What did you observe? Include descriptions of successful encounters, problems, and other special circumstances that may or may not have been part of the plan.**

All group members liked the new process – at least in theory. Thought it would be more efficient and would also allow for more consistent distribution to all RA patients.

STUDY

- **Summarize and analyze the observed results. What did you learn from this cycle?**

- **Do the results agree with the predictions you listed in the “Plan” phase? (circle one)**

Yes

No

ACT

- **What action are you going to take as a result of this cycle? (circle one)**

Expand the Test

Adapt the Test

Abandon the Test

- **Plan for the next cycle. What changes are needed? If expanding or adapting, what will you do to continue your learning while beginning to spread the successes?**