

PDSA/Quality Improvement Activity - Sample

Topic – Data Quality

Area of Focus: Recording family and social history in clinical software

Step 1. The 3 Fundamental Questions

1. What are we trying to accomplish?

(By answering this question you will develop your goal for improvement)

Improve the recording of family and social history information in clinical software

2. How will we know that a change is an improvement?

(By answering this question you will develop measures to track the achievement of your goal)

Improve measure – ‘proportion of patients with current family and social history recorded’

3. What changes can we make that can lead to an improvement? – list your ideas for change

(By answering this question you will develop the ideas you would like to test to achieve your goal)

Idea 1 – Develop a checklist of questions to cover family and social history related issues to be used at each consult.

Idea 2 – Identify patients with no family and / or social history recorded and add an action to their file to prompt an update at their next visit.

Idea 3 – Add a message to TV screens in waiting room to educate patients about the importance of this information and advising them to tell their doctor / nurse if anything changes.

Idea 4 – Recall active patients with missing data for a health assessment (as applicable) and take the opportunity to update their information including family and social history.

Idea 5 – Include family and social history in data quality checklist and post checklist on all clinical noticeboards.

Idea 6 – Baseline current measure and communicate progress / improvement via graph on staff noticeboard.

PDSA Template

Please complete this template for each PDSA cycle you undertake.

Idea #1	<i>Describe the idea you are testing: refer to the 3rd fundamental question, 'What are we trying to accomplish?'</i>
	Develop a checklist of questions to cover family and social history related issues <ul style="list-style-type: none"> • Marital status • Live alone / carer? • Parents alive? • Cause of death etc?
Plan	<i>What, who, when, where, predictions & data to be collected.</i>
	Team meeting – nurses to develop draft checklist for circulation and feedback Data collection - measure 'proportion of patients with family and social history recorded' so that this can be tracked over time. Suggest split this measure into 2 measures if possible: <ol style="list-style-type: none"> 1. Family History proportion 2. Social History proportion Ensure all non-active patients are regularly archived.
Do	<i>Was the plan executed? Document any unexpected events or problems.</i>
Study	<i>Record, analyse and reflect on the results.</i>
	Baseline Measure/s Proportion of patients with family history recorded = Proportion of patients with social history recorded = Current measure = X%. This shows an improvement / decrease in the proportion by X% in X months. Assess effectiveness of checklist in improving the measures.
Act	<i>What will you take forward from this cycle? (next step / next PDSA cycle)</i>
	Checklist not always being used. Some staff find various questions difficult to ask the patient – rewording, further training required? Need to ensure family and social history is current – ie don't ignore just because its already recorded on the patient file as the questions still need to be asked regularly to keep it up-to-date.