PDSA Example

- What did you decide to do next based on your data?
  - Based on what we were able to collect we did identify that there are definitely some issues with our current schedule. We have decided to continue to interview our patients to collect further data.

- What was the objective of the test?
  - Why are our patients no showing for appointments?
  - What was the change?
    - Initiate interviewing with patients following their no show.
  - What was your prediction?
    - We will continue to have issues reaching patients via phone.

- What did the data from your test show?
  - We learned that in most cases the patient states that they just forgot.
  - How did your experience compare with your prediction?
    - Low amount of outreach due to unable to reach patients, and providers out of the office.

- What data did you collect?
  - We created a script and conducted a small survey on patients that were No Show appointments.