

### Life QI data and PDSA scenario

You are in a meeting with the Foot Health clinic in Bedfordshire as their new QI Coach. They had not been recording their tests of change on LifeQI. You gathered all the information below from your meeting with them and you are role modelling how to record their tests and data on LifeQI.

They have a problem with missed appointments. The table below shows how many DNAs (did not attend) they had in the 30 days before starting this project. Their data collection plan is for their data champion Magda to extract the data from the electronic patients' records system at 9am each working day for the previous day.

Date	Number of DNA	Number of total appointments
30/03/2020	17	39
31/03/2020	15	40
01/04/2020	15	38
02/04/2020	18	42
03/04/2020	22	50
06/04/2020	17	44
07/04/2020	18	44
08/04/2020	16	42
09/04/2020	15	37
10/04/2020	15	35
13/04/2020	13	37
14/04/2020	17	38
15/04/2020	18	40
16/04/2020	17	41
17/04/2020	16	42
20/04/2020	15	43
21/04/2020	19	40
22/04/2020	17	40
23/04/2020	15	40
24/04/2020	16	42
27/04/2020	15	40
28/04/2020	16	44
29/04/2020	15	39
30/04/2020	16	38
01/05/2020	15	38
04/05/2020	14	37
05/05/2020	14	36
06/05/2020	15	40
07/05/2020	16	40
08/05/2020	18	36

Go to <https://tinyurl.com/LIFEQIDATA> and click "Life QI - Data Set 1" to download the data onto Excel for ease of copying and pasting

**GROUP ACTIVITY 1: In a personal project on LifeQI, create the measure from the data above then copy and paste the data above into the chart.**

Among the 8 change ideas that they came up with, they thought that these three would have the biggest impact on achieving their aim:

1. Discharging patients who miss one appointment
2. Sending text message reminders
3. Offering out-of-hours appointments from 5pm to 6pm

Their first test of change was to discharge patients who missed one appointment back to their GP. They decided to prototype this idea instead of doing a live test straight away as the service user on the project team suggested that this might upset service users and lead to complaints against the service. The aim of this test was to understand how service users might feel about being discharged after missing one appointment.

To test this idea, Kezia, who was a service user on the project team, was going to ask service users in the waiting area on Monday 11<sup>th</sup> May 2020 if they would be in favour of this new discharge policy. Kezia noted that she would need to keep track of how many service users were approached, how many were in favour of the proposed policy and how many were against it. She was then tasked with creating a form to help keep track of the responses. The team predicted that 75% of service users would be in favour of the new discharge policy. The team decided to hold off on creating a chart on Life QI because this was a small-scale test.

**ACTIVITY 2: In a personal project on LifeQI, please record the above plan in the PDSA module.**

Kezia approached service users in the waiting area on Monday 11<sup>th</sup> May 2020 as planned. Of the 39 service users approached, 8 (20.5%) were in favour of the new policy. The team decided that they would abandon this change idea.

**ACTIVITY 3: Now please record the outcome of the above test.**

The team then decided to test a different change idea of sending text message reminders. The aim of this test was to check whether service users received the text message reminders and whether that contributed to better attendance. The admin lead, Dan, would use the team's mobile phone to send text message reminders to all scheduled patients one day before the Monday 18<sup>th</sup> May 2020 clinic. On the day of the appointment, when service users checked in at reception, Dan would ask whether they received the text message reminder and for those who did not attend, at the end of the day he would phone them to find out whether they received the reminder. The team's prediction was that 90% of service users would have received the reminder, though 25% would still not attend appointments on the day.

**ACTIVITY 4: Please record the above plan in the PDSA module.**

At the end of the clinic at 3pm, the team huddled and reviewed the test. The test went as planned and the team found that 90% of the service users said that they received the text reminder. When they looked at the attendance data, they found that only 7 out of the 38 (18%) booked patients did not attend on Monday 18<sup>th</sup> May 2020.

The team now had a high degree of belief that this change idea will help to achieve their aim. They would now like to test this change idea under different conditions, i.e. different days of the week.

**ACTIVITY 5: Now please record the outcome of the above test.**

The team planned to test the same change idea in the same way as Monday, the remainder of that week. Their prediction for this test was that they would have up to 20% of service users who would not attend appointments each day, except for Friday, where there would be a higher percentage of 30%.

**ACTIVITY 6: Please record the above plan in the PDSA module.**

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**BONUS ACTIVITY:** The team have pulled out the rest of their data which is in the table below. If you have time in this project team meeting, please update their chart. Also, what questions would you ask of the team?

Date	Number of DNA	Number of total appointments
11/05/2020	17	39
12/05/2020	16	40
13/05/2020	13	37
14/05/2020	14	36
15/05/2020	11	32
18/05/2020	7	38
19/05/2020	7	34
20/05/2020	5	33
21/05/2020	9	37
22/05/2020	6	32
25/05/2020	8	35
26/05/2020	6	38
27/05/2020	8	39
28/05/2020	8	44
29/05/2020	7	42
01/06/2020	9	43
02/06/2020	8	47

Go to <https://tinyurl.com/LIFEQIDATA> and click "Life QI Bonus Data Set" to download the data onto Excel for ease of copying and pasting