

PDCA Report

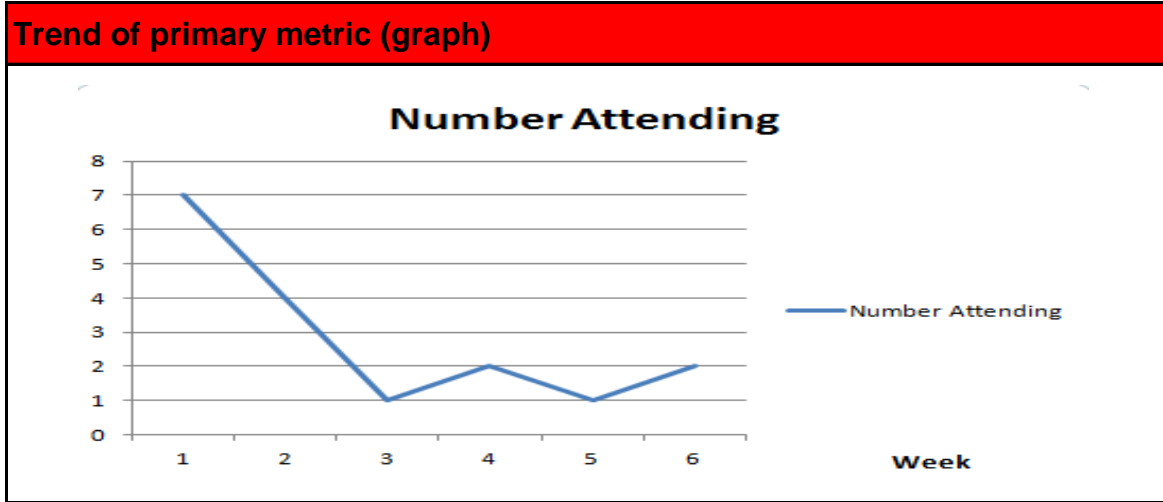
Project/Month Shared Medical Visit-Diabetes/October 2014

Department Jackson Primary Care/Diabetes Education

Problem Description, Current Situation
 Enrollment and attendance for the program was too low to provide adequate data for the effectiveness of the program.

Root Cause Analysis and Corrective Actions - Why did the problem occur?
 1.) Enrollment of patients into the program was stopped when it reached 10 people.
 2.) Patients are not clear that this is a regularly scheduled visit/weren't sure what to expect.
 3.) The process for the delivery of the program was not clear causing the physician issues and missing a session.
 4.) Patients experienced time/transportation barriers to attend.

Containment Action	Date Completed
N/A	



Evaluate Corrective Actions
 TBD after corrective actions have been completed.

Corrective Actions	Person Responsible	Due Date	Resource	Completion Date
1 Increase enrollment (by 100-200% ?) to ensure each clinic will have 5 to 10 patients.				
2 Develop a better defined agenda that clearly communicates clinic as regular medical visit, clearly outlines each visit's date, curriculum, incentives and guest speakers.				
3 Communicate and clarify schedule, billing, documentation and clinic curriculum to new physician.				
4 Begin scheduling clinics during spring/summer/fall seasons to avoid bad weather, holidays and night-time driving.				
5				
6				

Level II signature: _____

Date: _____