**PDSA Cycle 1**

**Aim:** what are you trying to accomplish?

Create a new referral on the existing computer software.

**Plan:** what will your test be?

To discuss with the IT department .

**Prediction:** what do you think will happen as a result of your test?

We would be able to translate the paper copy of the referral form onto the computer system.

**Do:** what happened when you carried out your test?

There were limitations to what information we could ask of the user – no more than 17 questions. The facility for automatic date entry for INR recordings was also not available.

**Study:** how did the results of your test compare with predictions?

We were unable to get exactly what we came for. There would have to be more detailed discussions with the clinic about the referral form.

**Act:** how will you change your previous test in light of what you have learned?

We would need to discuss with the anticoagulation service exactly what information they required ensuring we had no more than 17 questions on the form.

**PDSA Cycle 2**

**Aim:** what are you trying to accomplish?

Condense down the length of the request form and the number of data entry points to 17

**Plan:** what will your test be?

To sit down with all the staff in the anticoagulation service to iron out exactly what was and what wasn’t needed.

**Prediction:** what do you think will happen as a result of your test?

To have a template we could take to the IT department that would meet their requirements ensuring the necessary information would be sent to the clinic.

**Do:** what happened when you carried out your test?

Through careful negotiation and understanding of the clinic’s requirements we were able to come to an agreement about what was absolutely necessary to include on the form.

**Study:** how did the results of your test compare with predictions?

The meeting was successful. We had a workable form we could take to the IT department.

**Act:** how will you change your previous test in light of what you have learned?

We were now able to take the project forward after having the structure of what the anticoagulation clinic needed.

**PDSA Cycle 3**

**Aim:** what are you trying to accomplish?

The first draft of the IT template was shown to the anticoagulation department.

**Plan:** what will your test be?

To send a copy of the print out generated by the IT department to the anticoagulation clinic.

**Prediction:** what do you think will happen as a result of your test?

The department would now able to see exactly what information they would need on the print out.

**Do:** what happened when you carried out your test?

Unfortunately the department was not completely satisfied with the first draft as it failed to emphasise the importance of the most recent INR readings.

**Study:** how did the results of your test compare with predictions?

The test was not a compete success but were now able to generate a second draft with the additional information.

**Act:** how will you change your previous test in light of what you have learned?

We would now make the INR entries a mandatory field in the request form.

**PDSA Cycle 4**

**Aim:** what are you trying to accomplish?

To prompt the doctor to ring the anticoagulation clinic to make an appointment.

**Plan:** what will your test be?

We would develop a pop up box that would appear on the screen informing the user to ring the anticoagulation service before sending a request.

**Prediction:** what do you think will happen as a result of your test?

The anticoagulation clinic would be reassured that information about ringing the department would be seen by every user.

**Do:** what happened when you carried out your test?

The box now appears within the application after anticoagulation clinic referral is selected.

**Study:** how did the results of your test compare with predictions?

This was successful.

**Act:** how will you change your previous test in light of what you have learned?

**PDSA Cycle 5**

**Aim:** what are you trying to accomplish?

The generation of a print out in the anticoagulation clinic following a referral.

**Plan:** what will your test be?

A test-run of the referral service. We would ensure that the print out was generated within the clinic.

**Prediction:** what do you think will happen as a result of your test?

**Do:** what happened when you carried out your test?

The clinic’s printer did not adequately interface with the referral system and a printout was not generated.

**Study:** how did the results of your test compare with predictions?

The test was unsuccessful.

**Act:** how will you change your previous test in light of what you have learned?

We contacted the IT department and were able to organize an engineer to ensure the printer was corrected to the right computer systems and would generate the print out correctly.

**PDSA Cycle 6**

**Aim:** what are you trying to accomplish?

Advertising the new referral process.

**Plan:** what will your test be?

Talking to doctors following the full role out of the new service, ensuring they knew what to do and where to do it. This would also give us feedback and suggested improvements.

**Prediction:** what do you think will happen as a result of your test?

Clinicians would be aware of the change and agree that the new system was more efficient and user friendly.

**Do:** what happened when you carried out your test?

We received positive feedback from the staff, the new system appeared to be a success.

**Study:** how did the results of your test compare with predictions?

The test was successful.

**Act:** how will you change your previous test in light of what you have learned?

We shall ensure that the information on the referral system is incorporated into new staff inductions.