## Improving School-Based Health Care Practice

**Quality Improvement Collaborative Series** 

Plan • Do • Study • Act (PDSA) Cycle

## **Preventive Services Improvement Sample PDSA Cycle**

## PLAN

 Conduct or document biennial physical exams on more then 75% of students with 3 or more visits

# ACT

- Conduct complete physical examination as part of acute visit whenever possible.
- Improve follow up system for all students.

## DO

- Develop information sheet to document dates of last physical examination.
- Place information sheet in the chart where it is easily seen.
- Document date of the last physical examination on the information sheet
- Perform physical examination on students with 3/more visits, or document it was done by their primary care provider.
- Obtain release of information to obtain documentation of physical examination from primary care provider.

### STUDY

 Chart review conducted quarterly to determine progress toward meeting objective. Problem area was identified as students coming to the center for acute visits and not complying with appointments for preventive care.

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#### Mental Health Sample PDSA Cycle

#### PLAN

 Facilitate appropriate referral and follow-up for mental health visits

## ACT

- Revise referral form, follow-up tracking form, and procedures based on findings and recommendations
- Orient staff on revisions
- Implement the use of revised referral and tracking/follow-up form and procedures
- Monitor compliance with its use on a quarterly basis

## DO

- Review existing medical referral form and procedure
- Assess utility of existing medical referral form and procedure related to mental health referral needs
- Revise medical referral form and procedure to accommodate mental health referrals
- Review existing follow-up /tracking procedure for medical related conditions
- Revise follow-up/tracking procedure to meet mental health follow-up needs
- Orient staff to new mental health referral form and procedure and follow-up/tracking form and procedure
- Pilot test mental health referral form and procedure for 3 months
- Pilot test mental health follow-up/tracking form/procedure for 3 months

### STUDY

- Conduct a compliance audit of the utilization of the mental health referral form and follow-up tracking system
- Conduct interviews with clinical staff (administrative, primary care, and mental health) regarding their experience with utilizing the mental health referral form, follow-up/tracking system, and the procedures.
- Document findings from audit and interviews and make recommendations for change