



## PDSA Template

Nina Dezba

Complete

Score	0%	Flagged items	0	Actions	0
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### Project Title

Minimizing Physician Time Spent on Documentation

### Project Lead

Nina Dezba

### Start Date of PDSA

23.09.2022 09:00 PST

### Expected End Date of PDSA

23.12.2022 09:00 PST

## **Model for Improvement**

### **Aim - What are we trying to accomplish?**

To minimize the time spent by physicians on documentation after clinic hours, since they are documenting too many elements of the patient visit which adds to the overhead cost of the business

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### **Measures - How will we know that change is an improvement?**

The amount of time to be spent by physicians on documentation after clinic hours will significantly decrease, thus streamlining the process, sharing the responsibilities with other medical assistants or nurses, and helping minimize overhead cost.

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### **Opportunities - What change can we make that will result in an improvement?**

Implement training for nurses and medical assistants to effectively document patient visit essentials and share responsibilities with physicians for efficient time spend.

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## Plan

### **What change are we testing with the PDSA cycle?**

Immediately today, we'll test out the training program and hands-on sharing of responsibilities between the medical assistants, nurses, and physicians to assess if that'll be beneficial for the efficient use of time during and after clinic hours.

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### **Who will be in charge of carrying out the plan?**

The team leader of the medical assistants as well as the head nurse will be in charge of this project.

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### **What are our predicted results?**

- Time spent will decrease by at least 20%.
  - Medical assistants and nurses will pick up on the new guidelines and policies well, with minimal follow-ups needed
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### **How long will it take for the change to be implemented?**

We'll run the test for 3 months for significant results. If favorable, immediate implementation will follow.

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### **What data or information must be collected to tell if it's an opportunity for improvement?**

- Official clock-out of physicians
  - Patient visit documentation provided by MAs/nurses to assess their training
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## Do

### What happened during the implementation?

The training program for medical assistants and nurses was successfully implemented. Also, the medical assistants, nurses, and physicians were briefed on the changes to be tested.

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### Document experiences, issues, and discoveries. Provide photo, video, or other file attachments as needed.

- Everyone actively participated in the implementation of changes.
- The different shifts of medical assistants and nurses have a minor impact on the changes being tested. While this isn't a major issue, a more fitting approach to keep everyone informed is a must.
- Physicians have reported that they now don't spend too much time after clinic hours doing documentation tasks.

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## Study

### **Record and analyze the results.**

An ample number of MAs and nurses were trained and got up to speed regarding the practices for documentation of patient visit details. Also, the amount of time spent by physicians in patient visits significantly decreased by 15%.

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### **Compare the test results with the predictions.**

We're only 5% below our predicted test results but still a significant finding. Also, our medical assistants and nurses provided good feedback on the new training program implemented. They also showed exemplary dedication and results.

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### **Come up with conclusions based on the test results.**

The changes implemented are good to go, with a few areas for improvement. See the next stage (Study) for the specifics.

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## Act

### **Are there any modifications we need to implement on the change we tested?**

MAs and nurses from different shifts must be well-aligned with the changes being implemented. Hence, an alignment session must be held.

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### **With the results of the test, what are the next steps?**

- Continuous monitoring of the efficient time spent is encouraged.
  - Coordinate with team leads for standardization of the new guidelines and policies.
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## Completion

### Notes

The test was significantly in the favor of our improvement plan. The brainstorming process that led to the improvement plan was well put, and changes like these are encouraged to continuously improve our systems and processes.

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### Recommendations and Next Steps

The project lead must coordinate with the Persons-in-Charge (PICs) to carry out the updated plans. She'll also be in charge of reporting and monitoring of such policies in practice.

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### Sign-off

*Nina Dezba*

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23.09.2022 23:48 PST

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## Appendix

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