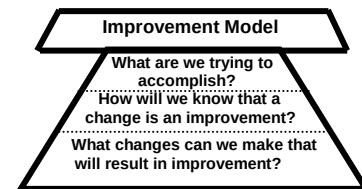
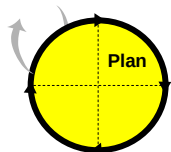
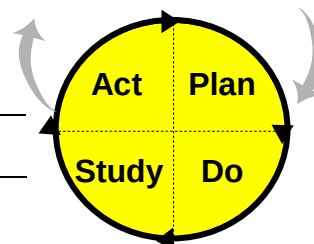


PDSA Cycle Worksheet



Project Name: Improvement of Juven preparation and distribution **Cycle #: 1**

Objective of this Cycle: At least 80% Juven received will be consumed



What is the problem?

When diet techs deliver the Juven supplements (a supplement that increases lean body mass and promotes tissue repair) they often see the packets from the day before still sitting unopened on the bedside table. To be effective, Juven must be consumed twice daily. However, only 40-50% of the Juven served is currently consumed.

What are the objectives of this improvement cycle?

- The percentage of Juven consumed will increase from 40-50% to 80%.

Plan for change: To create a simple protocol for the preparation and distribution of Juven.

Who: AM snack workers, tray passers, Clinical RD's and diet techs.

What: Create recipe and schedule for preparation and distribution of Juven.

When: Create and implement new protocol by the end of second week in September 2010.

Where: Hillcrest Hospital.

How: Clinical RD will guide and supervise intern in writing recipe detailing preparation procedures for Juven, which will be tested for acceptability. The order for the Juven will be added to the AM snacks. The AM snack foodservice worker will prepare all Juven for the day while preparing rest of AM snacks. Prepared Juven will be distributed with AM and PM snacks. The PM snack will be stored in patient refrigerator until distribution. Two Juven will always be prepared for each patient with an order for Juven. Diet tech will instruct patient on the change from patient having to mix Juven independently to having the Juven delivered pre-prepared.

Goal: To develop an effective protocol for the preparation and distribution of Juven; this will result in at least 80% being consumed by the patients.

Identify measurements: Three days after new process is implemented and/or upon patient checkout, the RD (or intern) will ask the patient whether the Juven is being consumed. They will record whether the supplements are consumed. Data will be collected for those three days and averaged into a percentage.

Describe what actually happened when you ran the test. What did we observe that was not part of the plan? Document problems and surprises.

Tuesday September 7, 2010: AM snack worker trained by manager on how to prepare the Juven. Training appears successful. Delivery of Juven twice a day is initiated.

Friday September 10, 2010: Intern visited with 3 out of the 4 patients currently prescribed Juven to ask whether they have been receiving the Juven and whether the Juven is being consumed. Unfortunately, we discovered that there is a hole somewhere in our new system, as almost all of the drinks are not reaching the patients. When questioned further, the patients were not even familiar with the purpose of the Juven drinks.

Describe the measured results. Do the results agree with the predictions made in the planning phase?

I interviewed a total of 3 patients (unable to speak with the fourth), who as a whole should have received 24 Juven drinks. Only 2 were reported to have been received by the patients. Patient #1 had not received any packets or drinks over the last 4 days. Patient #2 had received some packets but no mixed drinks. Patient #3 had received two drinks today, but nothing on any of the previous days. Patient #3 drank both of his drinks.

Our goal was to have achieved an 80% consumption rate. Although only two out of the planned 24 drinks were received, both of these were consumed. This 100% consumption rate cannot be reasonably used as an overall result, but it provides the indication that if the patients were to actually receive the drinks, they might be more likely to consume them.

What action are we going to take as a result of this cycle (Adopt, Adapt or Abandon)? Are we ready to implement the change?

The process has to be altered in some way. Further investigation needs to be done as to at what point the preparation and delivery of the Juven is being interrupted. Are they not being prepared? Are they not being delivered or delivered incorrectly?

A small success can be seen in the patient who drank both of his Juven drinks in one day. When questioned, this patient did not know the purpose of why he was receiving the Juven. However, once it was explained to him, he readily agreed to keep drinking them expressing a desire to regain his muscle and strength.

What are the objectives of the next cycle?:

1. To retrain the worker responsible for preparation and distribution of Juven.
2. To educate patients more thoroughly on why they are being asked to drink the Juven

