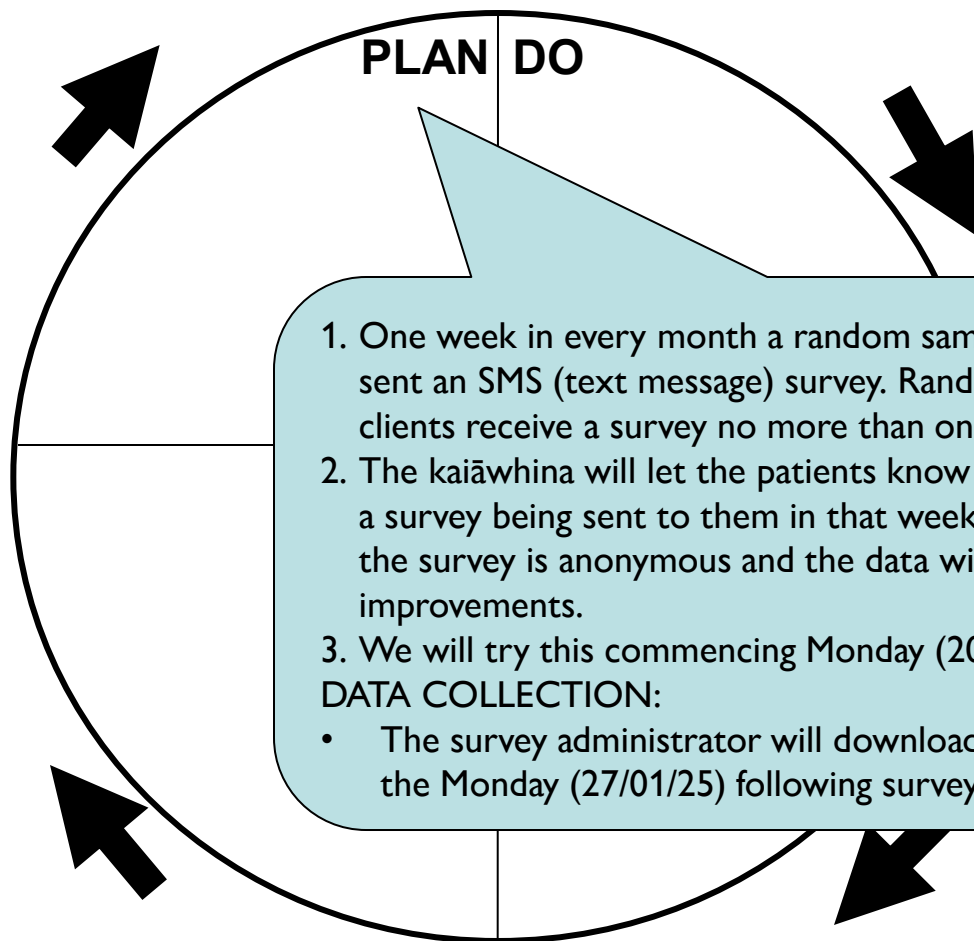


Objective of this PDSA: Test the monthly consumer survey process

Change idea: Use an SMS text messaging survey to gain monthly service user feedback

Questions

- How many surveys will be completed?



Predictions

- At least 25 surveys will be completed during survey week each month.

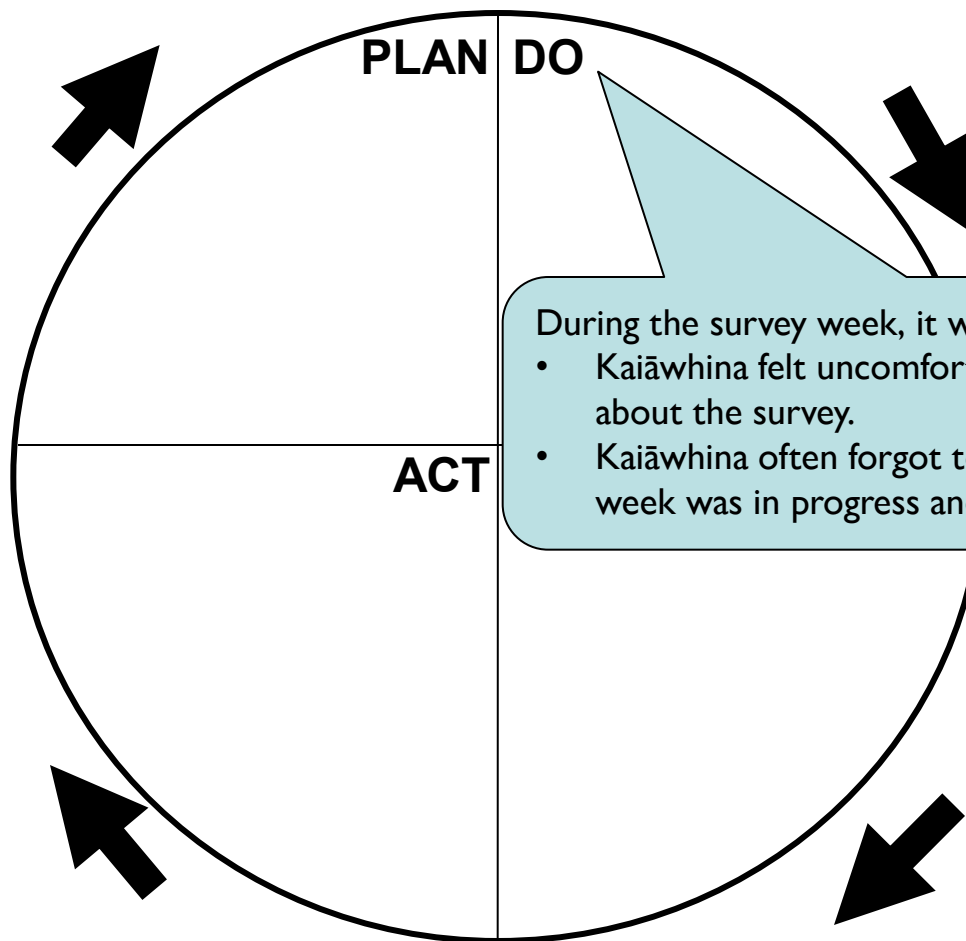
Measurements: Count of fully completed surveys during survey week each month.

Objective of this PDSA: Test the monthly consumer survey process.

Change idea: Use an SMS text messaging survey to gain monthly service user feedback

Questions

- How many surveys will be completed?



Predictions

- At least 25 surveys will be completed during survey week each month.

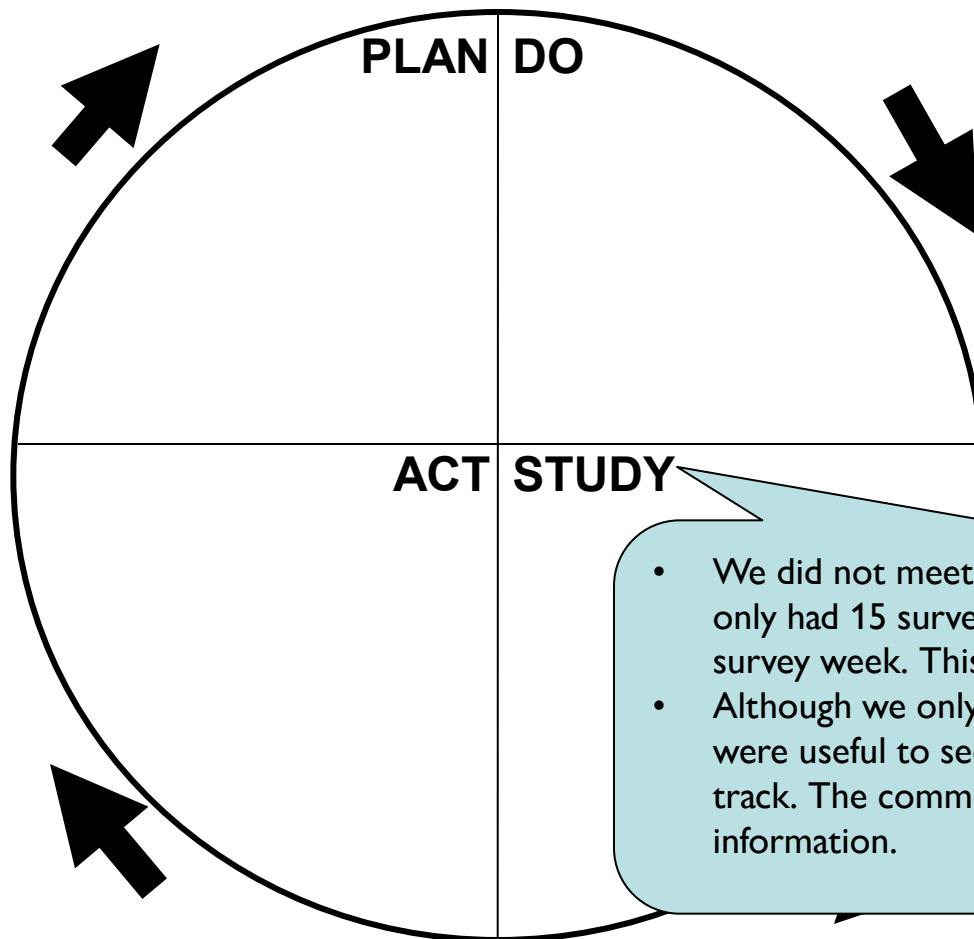
Measurements: Count of fully completed surveys during survey week each month.

Objective of this PDSA: Test the monthly consumer survey process

Change idea: Use an SMS text messaging survey to gain monthly service user feedback

Questions

- How many surveys will be completed?



Predictions

- At least 25 surveys will be completed during survey week each month.

- We did not meet our measurement goal. We only had 15 surveys returned at the end of the survey week. This process did not work well.
- Although we only got 15 responses, the results were useful to see whether we were on the right track. The comments were a rich source of information.

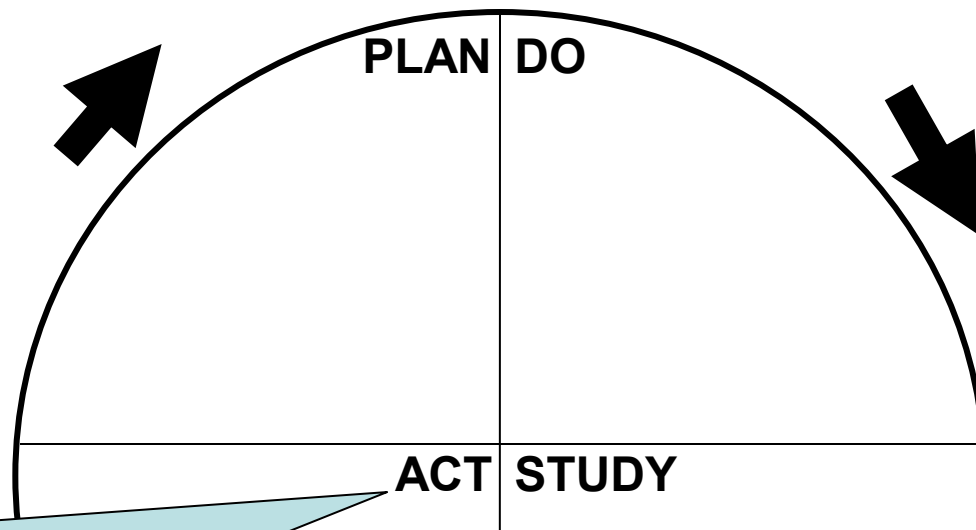
Measurements: Count of fully completed surveys during survey week each month.

Objective of this PDSA: Test the monthly consumer survey process

Change idea: Use an SMS text messaging survey to gain monthly service user feedback

Questions

- How many surveys will be completed?



Predictions

- At least 25 surveys will be completed during survey week each month.

We concluded that:

- Not enough clients completed the survey, we did not meet our goal.
- Information flyers to be created for kaiāwhina to give to clients during the visit. These will provide opportunity for a conversation if clients wanted to understand more or have any questions.
- An FAQ sheet to be created for kaiāwhina so they feel better informed about the survey and more comfortable talking about it with clients.

Measurements: Count of fully completed surveys during survey week each month.

Objective of this PDSA: Test the monthly consumer survey process

Change idea: Use an SMS text messaging survey to gain monthly service user feedback

Questions

- How many more surveys will be completed with the changes to the system?

PLAN DO

1. At the full team meeting on Monday (03/02/25) the lead administrator will discuss the PDSA-1 results, this action plan, the new process and answer any kaiāwhina questions.
2. The third week in every month a random sample of 100 clients will be sent an SMS (text message) survey. Randomisation to ensure that all clients receive a survey no more than once per year.
3. Kaiāwhina will be provided with the information flyers and FAQ sheets on 10/02/25 (the week before survey week) and are reminded that the following week (17/02/25) is survey week and they need to inform service users. Any questions or concerns are discussed ensuring they know that the survey is anonymous and the data will be used to guide improvements.
4. We will try this commencing Monday (10/02/25).

DATA COLLECTION:

- The survey administrator will download the completed surveys on the Monday (24/02/25) following survey week.

Predictions

- At least 25 surveys will be completed during the survey week. An increase of 10 from the 15 completed surveys in Cycle 1.

Measurements: Count of fully completed surveys during survey week each month.

PDSA No.:

PDSA title

PDSA date:

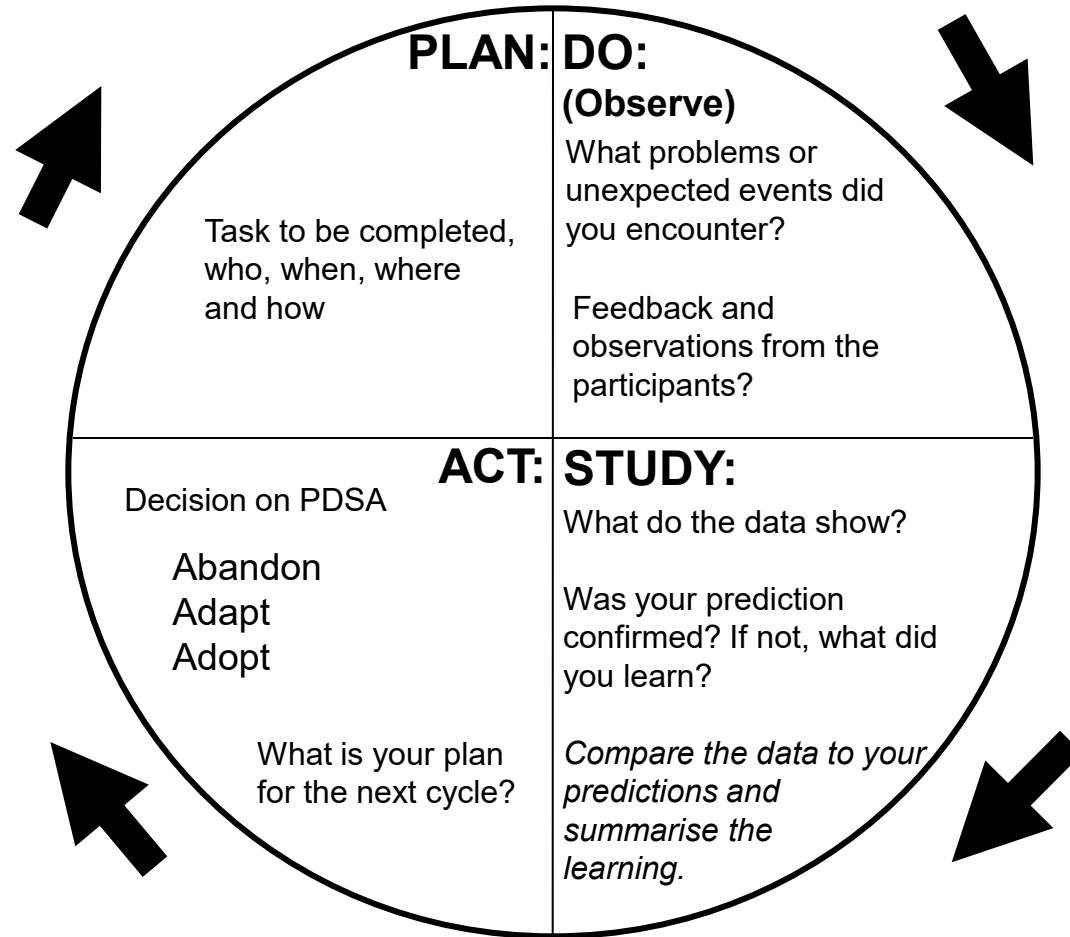
Owner:

Objective of this PDSA:

Change: Briefly describe the specific change you plan to test

Questions

What question(s) do we want to answer on this PDSA cycle?



Predictions

What do you think will happen?

Prediction on change:

Prediction on question(s):

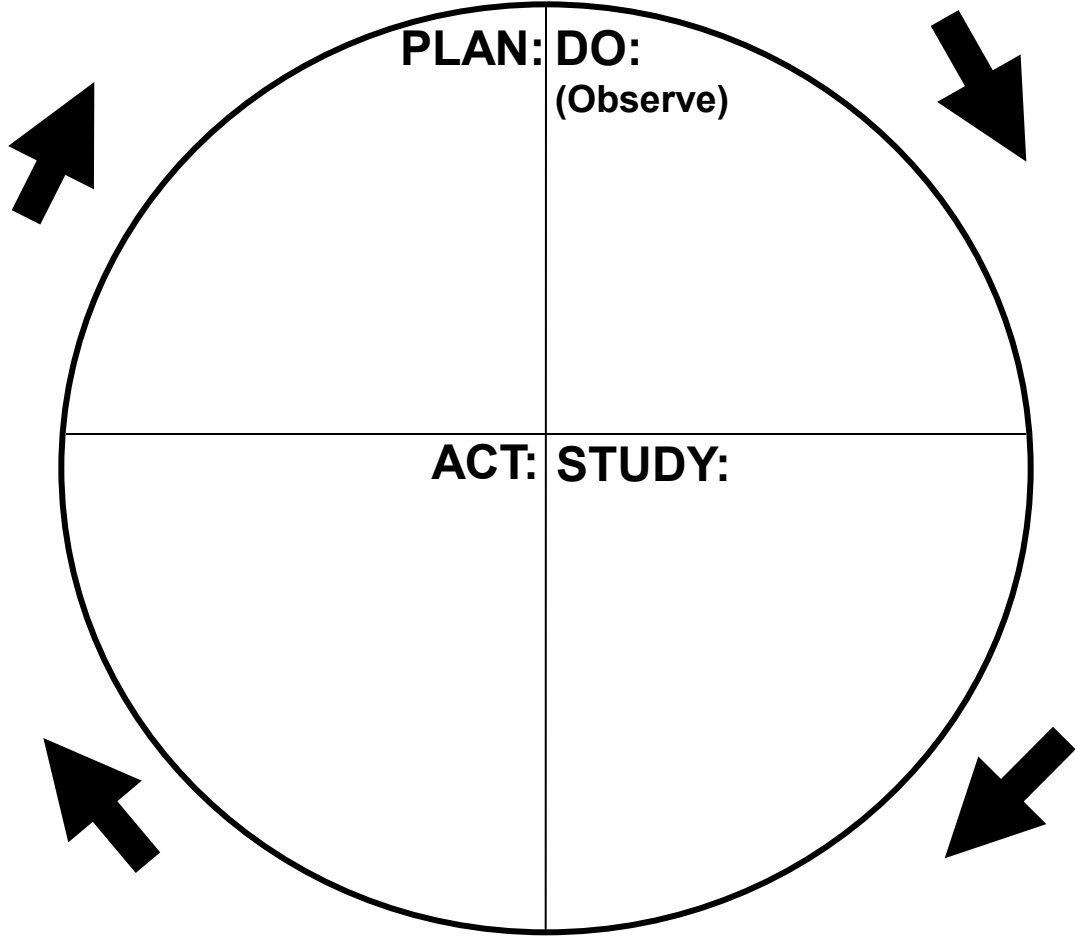
Measurements: What data will you need to test your prediction(s)? How will you collect it?

PDSA No.:	PDSA title	PDSA date:	Owner:
-----------	------------	------------	--------

Objective of this PDSA:

Change:

Questions



Predictions

Measurements: