

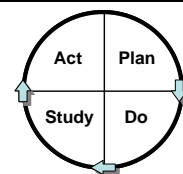
## Learning and Improvement Cycle – PDSA Form (QI Foundations Version)

**Team:** Seniors Program, APOJ

**Date:** August 16, 2018

**Name of test:** Snack Distribution

**Cycle #:** 1



**The objective of this cycle is to:**

- Collect Data       Develop a change  
 Test a change       Implement a change

### PLAN

**What is the objective for this cycle?**

1. To reduce the number of participant complaints received in regard to not getting enough food as someone else took food from their plates
2. To prevent wastage of food and prevent disruptive, selfish behaviors during snack distribution so that there is enough food for everyone.

**What questions do you want to answer with this PDSA cycle?**

1. Does pre-plating and portioning snacks and distributing snacks one by one to each participant minimize food waste and disruptive behaviours from seniors, and reduce number of complaints received?

**Assumptions (for questions above based on plan):**

Pre-plating snacks and distributing to participants one by one will minimize greedy behaviours from participants who tend to take more than one plate and then waste the food. Participants will be told to see program staff if they'd like some more snacks.

**List tasks required to set-up this test: Who, What, When, Where?**

What – tasks	Who	When	Where
Pre-plate snacks	Program Coordinator/ Peer outreach workers	Before program	APOJ Community Kitchen
Keep all plates in the trolley	Program Coordinator / Peer outreach workers	Before program	APOJ community kitchen
Take the trolley around and distribute food	Program Coordinator / Peer outreach workers	At the break time of program	APOJ youth space
Serve yogurt to those who want it	Assign a volunteer from the participants	During break time	APOJ youth space

**Plan to collect data to answer your questions: Who, What, When, Where?**

What Data?	Who Collect?	When collect?	Where collect?	How collect?
Number of complaints received from participants regarding food	Thuy	At the end of each session	APOJ Youth Space	Verbally and evaluation forms
Number of cases of disruptive behaviours observed by staff	Thuy	During snacks distribution	APOJ youth space	Observation

**DO**

What did you observe when the test was carried out? Were there any unexpected observations?

**STUDY**

Analyze your data and describe the results. How do the results compare with your predictions?

What did you learn from this cycle?

**ACT**

Are you ready to implement? (Feel confident in change, have tested under different conditions and have no more questions)

yes     no

Plan for the next cycle (Have more questions, need to make adjustments).

Does having participants line up to get food and filling their plates only with items they want help to reduce disruptive behaviours and food waste?

Describe the objective for your next cycle:

1. To reduce the number of participant complaints received in regard to not getting enough snacks as someone else took food from their plates
2. To prevent wastage of food and prevent disruptive, selfish behaviors during snacks distribution so that there is enough food for everyone.

SAMPLE