

Planned Start Date	18 November 2015	Planned Finish Date	20 November 2015
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PDSA #:	This PDSA Title:	Owner:
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Objective for this PDSA Learning Cycle:

To test if a 'welcome procedure' draws a parent/caregiver into the Centre and makes them feel more welcome and involved. We will test this with five parents/caregivers on Friday 20th November.

This PDSA will be used to: Test a Change

Plan: Fill the sections below as part of planning

Change Idea: Briefly describe the change you plan to test:

When the first five parents/caregivers of the day arrive to drop off their child, the nearest teacher to the door will stop what they are doing and walk to the door, greet the child and care giver, invite the child to start an activity of interest, and invite the caregiver to stay for a few minutes and participate with their child in the activity.

Change Prediction: What do you think will happen? Prediction on Change:

That the welcome procedure will be more inviting for arrivals, but it may be hard for the teacher to drop what they are doing to go to the door.

Question: What would you like to learn from doing this PDSA cycle? Open questions yield more helpful information.	Prediction: What do you think the answer to your question will be? You're making a prediction based on your current theory – the PDSA learning cycle adds to your knowledge!
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How many parents/caregivers will engage with their children in the activity?	2/5
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How much nicer will the parents/caregivers find the welcome?	Most will find it pleasant
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How easy will the teachers find the new process?	Mixed, and some may get to the door faster than others
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Data: What data will you need to test your prediction(s)? How will you collect it?

What	How
Number of parents/caregivers who engage with their child in an activity	Count and record on a data collection sheet we'll place near the door
Parents'/caregivers' perceptions of the welcome	The teacher will stay near to the parent/caregiver they've greeted, and when they are leaving they will explain that we are trying a new welcome and ask them for one word to describe their experience, which the teacher will record on the data collection sheet
Ease for teachers	Record a score from 1 to 5 on the data collection sheet (with 1 being very hard to 5 being very easy)

Task to be completed for Test	Who	When	How
Communicate new Welcome procedure to all teachers, including how we will collect our data	Head Teacher	Wednesday 18 th November	At the afternoon team meeting
Create data collection sheet and Blu-tack it to the wall by the door	Head Teacher	By end of day Thursday 20 th	Draw it up on red A4 paper
Schedule a de-brief session to look at the results and discuss how it went, and how we could improve the welcome process (if necessary)	Head Teacher	Wednesday 18 th November	Schedule time into the Friday afternoon team meeting

Do: Carry out the change or test; Collect data and begin analysis.

What problems or unexpected events did you encounter?

At one point, there were no teachers available to greet a parent at the door, however we think that was because we were staying with the child and parent/caregiver to record how much time was being spent engaged in the activity together. We wouldn't normally do that (after the data collection), so next time instead of timing the interaction, we'll just count how many parents/caregivers engaged in an activity.

Feedback and observations from the participants?

Parents/caregivers all gave positive words to describe their experience! Those that didn't stay said it was because they had to rush to get to work, however they will try to arrive a few minutes earlier next time to give them time to stay. The teachers enjoyed the extra interaction with the parents, and seeing them those that stayed interact with their children in our Centre. The teachers did find it more difficult to juggle they were doing, as they was busy setting up activities when the children were arriving.

Study: Complete analysis of data;

What does the data show?

3 out of 5 parents/caregivers stayed to interact with their child in an activity!
All found it a positive experience.
Average rating from teachers was 2/5

Were your predications confirmed? If not, what did you learn?

We thought fewer parents would have the time to stay and interact.
It was harder for teachers to drop what they were doing, plus they were concerned we wouldn't get set up in time if they need to stop and greet our children and their parent/caregiver.

Compare the data to your predictions and summarize the learning:

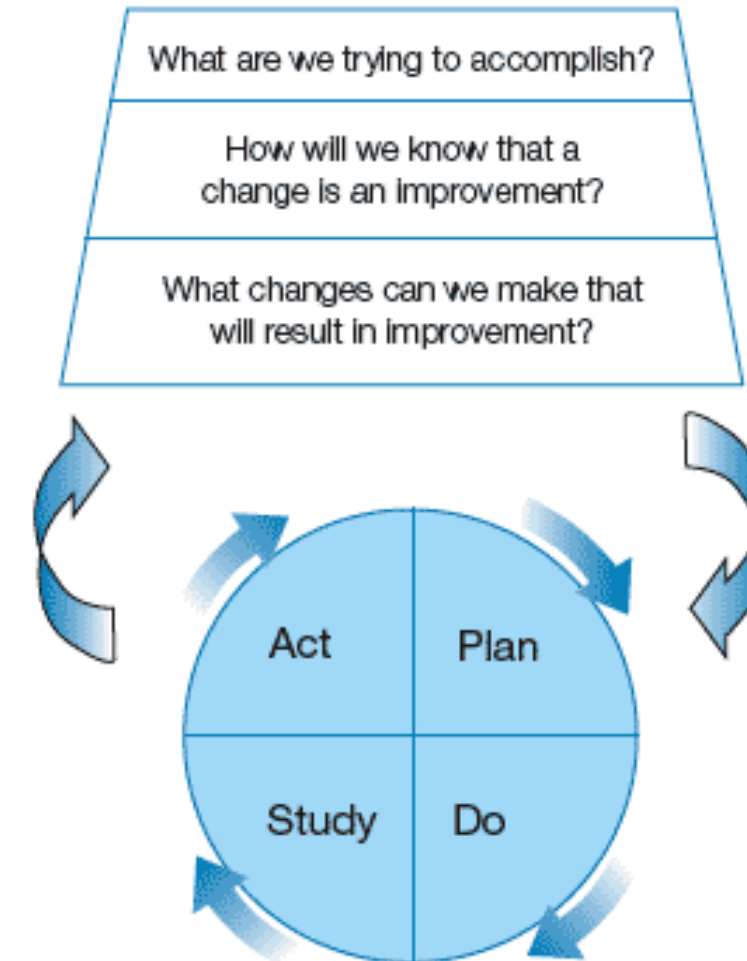
Our parents/caregivers enjoyed the experience and the children appeared to enjoy sharing the activity with them. We need to look at how we can make it easier for teachers. One idea raised at our debrief session was to leave activities out overnight, so they don't need to be set up in the morning. The time spent putting them away in the afternoon can be spent tidying up and refreshing materials as needed.

Act: Decide the next step. Following this test, you will Adopt Adapt Abandon this change?

What is your plan for the next cycle?

Adopt – next step is to test leaving activities set up at the end of the day.

Model for Improvement



- **Plan:** Plan the test, including a plan for collecting data.
- **Do:** Try out the test on a small scale, document problems and unexpected observations
- **Study:** Set aside time to analyse the data and study the results.
- **Act:** Refine the change, based on what was learned from the test

Prepare a plan for the next test