

PDSA Worksheet

Organization/Group Name: MOL Food Card Survey Test Group

Wyatt Haro, MSW

Date: February 22, 2024 Initiated by: Wyatt Haro Cycle # 1

Purpose of this cycle:

PLAN the change, prediction(s) and data collection	
THE CHANGE: Clients are asked to complete a food card survey via electronic format.	
What are we testing?	The process for clients and case managers to collect survey data for food cards via electronic format.
On whom are we testing the change?	Clients receive food cards from three referral specialists located in a different county.
When are we testing?	February 22, 2024 – March 12, 2024
Where are we testing?	Case managers will be testing in their office locations.
PREDICTION(s):	
What do we expect to happen?	Clients may be resistant to technology or provide information for fear of losing the service, but the majority of clients feel empowered with the new process.
DATA:	
What data do we need to collect?	Case managers report for each cycle the client’s responses to the survey, technical issues experienced, and how easy/hard it was for client to complete the survey.
Who will collect the data?	Each case manager will submit a QM Food Card Survey Test Experience report.
When will the data be collected?	Each cycle will be approximately four weeks. Data will be provided at meeting.
Where will data be collected?	At each location participating in the test.
DO: Carry out the change/test, collect data, and begin analysis	
What was tested?	Client accesses food card survey through QR scan code or via website link when receiving food card. Client, case manager, or third-party completes survey and finds the process easy, understandable, and not a burden.
What happened?	Approximately three-four clients experienced some technical issues with the QR code on their device. Clients reported the “future use” question was confusing.
Observations:	Most clients found the survey easy to complete and were more willing to provide honest feedback.
Problems:	Some wording of questions, questions included that were not necessary, and spam/human verification complications.
STUDY: Complete analysis of data. Summarize what was learned and compare to prediction (Use back of form to elaborate).	
ACT	
What adjustments to the change or method of test should we make before the next cycle? “Future Use” question was reworded and only asked if client has not used food cards before. Spam protection updated to Cloudflare Turnstile offering a more straightforward verification process. Second card questions were removed.	
Are we ready to implement the change we tested?	
What will the next test cycle be? (use back of form to elaborate) Continue the test with the above noted modifications and determine if the process is ready for small expansion to include providers issuing food cards in the field.	

(more detailed summary on the next page)

All three participants submitted a QM Food Card Survey Test Experience report prior to the end of the test cycle. All three reported that they had the opportunity to issue at least one food card during the test cycle. Two reported that at least one client was able to successfully complete the survey. Two reported that they were able to successfully complete at least one survey on behalf of a client. One reported that a friend/family member was able to successfully complete a survey on behalf of a client.

Case managers reported the following likes about this data collection method:

1. More data collected.
2. It's private/less paperwork.
3. Very detailed, precise, and concise to understand the data presented.

Case managers reported the following dislike about this data collection method:

1. Some clients are intimidated by tech and/or don't like change.
2. The confirmation of indicating if you are human (delays process of submitting data).

Experience submissions initially did not indicate any desired change of the process or questions. During the cycle meeting the case managers indicated some issues with a client not being able to access the survey via the QR code on their phone. Additionally, some clients were frustrated with the human verification/spam protection due to the overly complicated process. Although not a part of the survey process, a discussion arose about the education of the clients not receiving cards for months that they missed. This led to the discussion about removing the question from the survey if there was a second card number to enter.

At the end of the cycle meeting, changes to the survey were agreed upon and included the following:

1. Remove the question about future use from the survey if the client has received the food card in the past.
2. Reword the question about future use to specify "if eligible."
3. Set dynamic field to show future use question only if client has not received food card in the past or is unsure.
4. Spam protection/human verification (hCaptcha) was replaced with Cloudflare Turnstile which does an automatic human verification, and if it prompts for input to verify, it only offers a checkbox, rather than pictures or text.

Potential increase of participants for cycle 3 or 4 will be discussed at the conclusion of cycle

2. The group will reconvene on April 24, 2024 at 9:30 AM to close cycle 2.



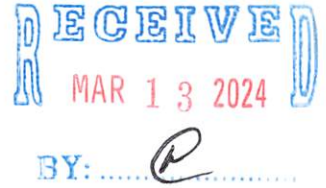
Executive Office 1301 W. Colonial Dr. Orlando, FL 32804 P: 407-843-1760 F: 407-843-1767	Orlando Office 741 W. Colonial Dr. Orlando, FL 32804 P: 407-843-1760 F: 407-440-2465	Lake County Office 4400 N. Highway 19A Mt. Dora, FL 32757 P: 352-357-6341 F: 352-357-1434	Osceola County Office 600 N. Thacker Ave, C-23 Kissimmee, FL 34741 P: 407-931-1435 F: 407-931-1419	Stafford House 711 Seminole Ave Orlando, FL 32804 P: 407-532-0070 F: 407-352-0071
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Thank you for participating in the Food Card Survey Test. Please answer the following questions honestly.

Name: Janice Romano

Date: 3-8-2024

Test Dates: Start Date: 3-8-2024 Through Date: 3-12-2024



- I have issued at least one food card during the current test period: Yes No
- A client has successfully completed the survey: Yes No
- I have successfully completed the survey on behalf of a client: Yes No
- A friend or family member has successfully completed the survey for a client. Yes No

What do you like about this data collection method?

more data collected

What do you not like about this data collection method?

some clients are intimidated by tech and/or don't like change

Do you want to change any of the processes or questions of the survey?

Is this something you would feel comfortable participating in "buy-in" on this survey method?

Yes No

Do you believe that your colleagues would accept this survey method?

Yes No

Do you believe that the clients would accept this survey method?

Yes No

Have you discussed the test with colleagues or clients?

Yes No

If yes, what were the comments/thoughts given? (Do not identify names, but role (client/colleague)).

client was comfortable with the survey

If you would like to provide additional comments or thoughts, please submit an additional document in Word Format.



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Thank you for participating in the Food Card Survey Test. Please answer the following questions honestly.

Name: Ivette M. Larawente

Date: 3/13/2024

Test Dates: Start Date: 2/22/24 Through Date: _____

I have issued at least one food card during the current test period:
A client has successfully completed the survey:
I have successfully completed the survey on behalf of a client:
A friend or family member has successfully completed the survey for a client.

Yes No
 Yes No
 Yes No
 Yes No

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MAR 13 2024

BY: [Signature]

What do you like about this data collection method?

Its private/less paperwork

What do you not like about this data collection method?

Do you want to change any of the processes or questions of the survey?

NO

Is this something you would feel comfortable participating in "buy-in" on this survey method?

Yes No

Do you believe that your colleagues would accept this survey method?

Yes No

Do you believe that the clients would accept this survey method?

Yes No

Have you discussed the test with colleagues or clients?

Yes No

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Thank you for participating in the Food Card Survey Test. Please answer the following questions honestly.

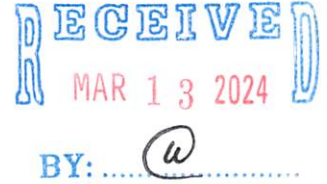
Name: Jose A. Vazquez Ortiz

Date: 03/13/2024

Test Dates: Start Date: 02/22/2024 Through Date: 03/12/2024

I have issued at least one food card during the current test period:
A client has successfully completed the survey:
I have successfully completed the survey on behalf of a client:
A friend or family member has successfully completed the survey for a client.

Yes No
 Yes No
 Yes No
 Yes No



What do you like about this data collection method?
Very detailed, precise and concise to understand the data presented.

What do you not like about this data collection method?
The confirmation of indicating if you are a human (delays process of submitting data).

Do you want to change any of the processes or questions of the survey?
Update food card rights and responsibilities
Update confirmation indicating if you are a human
Removing question regarding if client has a second food card

Is this something you would feel comfortable participating in "buy-in" on this survey method?

Yes No

Do you believe that your colleagues would accept this survey method?

Yes No

Do you believe that the clients would accept this survey method?

Yes No

Have you discussed the test with colleagues or clients?

Yes No

If yes, what were the comments/thoughts given? (Do not identify names, but role (client/colleague)).
Client's were amused, impressed on how technology has advanced to integrate the data collection very easily yet comfortable to understand.

If you would like to provide additional comments or thoughts, please submit an additional document in Word Format.