



Encourage Clients to Use PDSA Cycles to Test Their Own Changes

Problem

Clients are often stuck in ambivalence between wanting to change and at the same time, not wanting to change.

Solution

Encourage clients to use PDSA Cycles to pilot test their own personal changes.

Featured Stories

Gosnold, Inc. in Falmouth, Massachusetts increased continuation rates through four weeks of treatment from 72 percent to 88 percent by introducing a [solution-focused therapy group](#) for patients to develop their own small scale, rapid-cycle changes using PDSA cycles, which they called Plan-Do-Measure-Act (PDMA) cycles. Patients made personal changes and tracked their progress. For more information, see the [change bulletin](#).

Lessons Learned

- This practice can be used by less experienced counselors.

Tracking Measures

Cycle Measure

No-show rate for treatment sessions

Data Collection Form

[No-show Tracking Spreadsheet](#)

Action Steps

- Plan**
1. Select a group in which to test this change.
 2. Collect baseline data to track the no-show rate at the selected group.
- Do**
3. Encourage clients to use PDSA cycles to pilot test their own personal changes for the next two weeks.
 4. Track and calculate the no-show rate for the selected group for the same two week period.
- Study**
5. Check the fidelity of the change. Was the change implemented as planned?
 6. Evaluate the change:
 - Did the no-show rate decrease?
 - How did clients react to using PDSA cycles for their own changes?

NIATx Aims

Reduce waiting time
Reduce no-shows
✓ Increase continuation
Increase admissions

Financial Impact

✓ Increase revenue
✓ Increase staff retention
Reduce costs



Promising Practice

- Does this change lessen the workload of your counselors?

- Act** 7. Adjust the process used for having clients create their own PDSA cycles based on the experience of this group of clients and re-test this practice for two more weeks.

Repeat this series of steps until you have refined the process of having clients create their own PDSA cycles and expand this practice to other groups that would benefit.

Related Promising Practices

- [Ask Clients to Participate in Treating Planning](#)
- [Use Motivational Interviewing During Treatment](#)
- [Build Community Among Clients](#)
- [Orient Clients](#)
- [Identify Clients at Risk for Leaving and Intervene](#)
- [Tailor Treatment to Each Client's Circumstances and Needs](#)
- [Transition Clients to Next Level of Care as Soon as They are Ready](#)