QUALITY IMPROVEMENT

HOW TO COMPLETE PDSA CYCLES

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QUALITY IMPROVEMENT

There is no right way to do quality improvement; the important thing is to:

- Identify and describe the problem(s)
- Analyze the causes
- Determine what resources are available
- Brainstorm and prioritize solutions
- Implement a plan
- Determine whether improvement occurred
  - Quantitate it
  - Analyze the findings

STEPS FOR QUALITY IMPROVEMENT

- Define the problem that needs to be addressed; this could be an outcome or a process
- Form the right team to study the problem
- Consider what the root causes and barriers are that prevent you from performing optimally
  - Personnel factors
  - Patient factors
  - Equipment or physical issues
  - Lack of processes or faulty processes

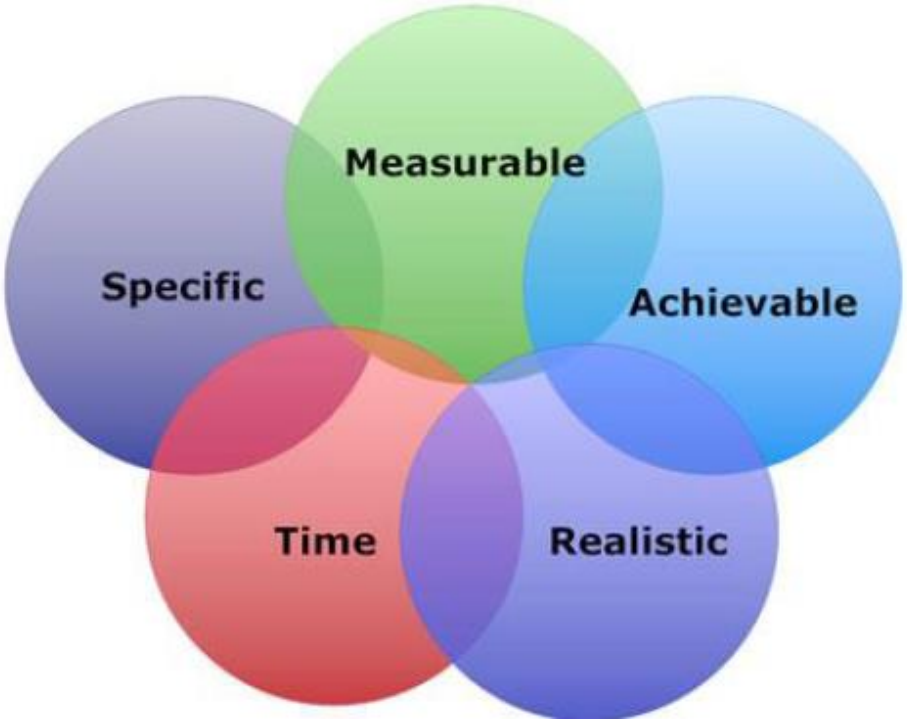
MODEL FOR IMPROVEMENT

Decide on a "AIM" Statement

AIM Statements:

Determine which specific outcomes you are trying to change.

- *What?*
- *When?*
- *How much?*
- *For whom?*



MEASUREMENT – How will we know that change is an improvement?

Identify appropriate measures to track your success.

Goals of measurement:

- Focuses improvement efforts
- Facilitates objective evaluation of progress
- Motivates and provides feedback to the team
- Eliminates wishful thinking
- Overall, accelerates improvement

MEASUREMENT

Characteristics of a measurement are:

- Provides an answer to: “How will we know that a change is an improvement?”
- Directly relates to the AIM Statement
- Reflects progress or lack of progress toward achieving the goal
- Represents small, frequent samples

How will you measure improvement?

- Chart audits
- Review of logs
- Observation of practices and/or processes
- Questionnaires

PDSA CYCLES

4-*ACT

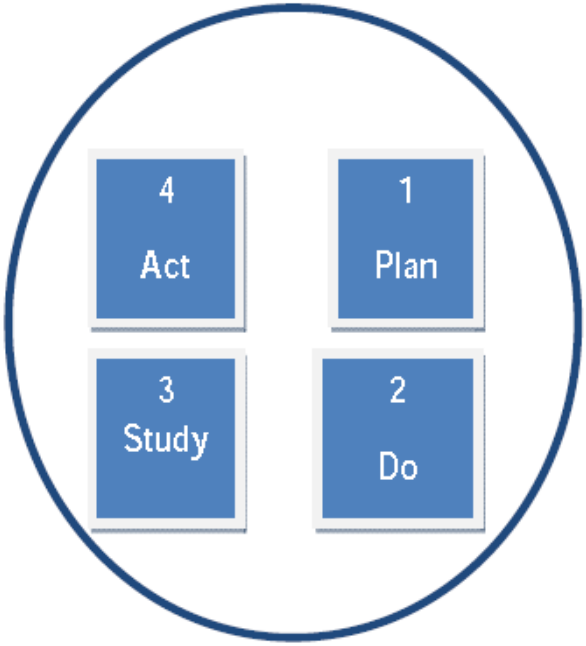
-Adopt the change *or*

-Abandon it *or*

-Run through the cycle again, possibly under different environmental conditions

3- Study the results

What did we learn?



1-Plan a change or a test aimed at improvement

2-Carry it out

(Preferably on a small scale)

PDSA CYCLE - PLAN

Examine the current approach:

- What are we doing now?
- How do we do it? What are the major steps in the process?
- Who is involved? What do they do?
- What is being done will? What could be done better?
- Collect data on the process
- Examine your current approach to determine all possible causes with the goal of identifying all the root causes of the problem
- Consider using the 5 Whys

PDSA CYCLE - PLAN

Make a plan for the change:

- Collect baseline data
- Plan to carry out the cycle
  - Who
  - What
  - Where
  - when

PDSA CYCLE - PLAN

Develop an improvement theory:

- *"If we do such and such, then we predict such and such will happen."*

Develop an action plan:

- ***Small*** tests of change
- Lower risk, less disruptive, easy to undo, fast and telling

PDSA CYCLE - DO

Test the theory:

- Implement the test
- Collect, chart, and display data to determine the effectiveness of the improvement
- Document problems, unexpected observations, and unintended side effects

PDSA CYCLE - STUDY

Study the results:

- Determine if your test worked
- Consider questions such as:
  - *Did the test work?*
  - *If not, why?*
  - *What did we learn?*
  - *Do you need to test the improvement under other conditions?*
- Compare data to predictions
- Summarize what was learned

PDSA CYCLE - ACT

Adopt/Adapt/Abandon

Standardize the improvement or develop a new theory

- If improvement was successful, then try it on a larger scale
- Move your learning forward by standardizing the improvement
- If your change was not an improvement, develop a new theory and test it
- Establish future plans by making long-range plans for additional improvements
- When needed, conduct repeated PDSA Cycles until you achieve your AIM Statement
- Abandon AIM Statement in rare cases where progress is not achievable

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