Comagine Health

Process Outline

Plan-Do-Study-Act (PDSA) Cycles

This outline is intended to help guide your quality improvement team in selecting and carrying out high-impact changes. The process supports a bottom-up approach and is based on IHI's highly effective Model for Improvement.

1. What are we trying to accomplish?

Examine your data and involve senior leaders in the discussion.

The aim should:

- Be concise and in writing
- Align with your organization's strategic goals
- Include a realistic, time-bound, numerical target

Learn how to conduct a root cause analysis.

2. How will we know that a change is an improvement?

Define your measurement strategy:

- Consider process, outcome and balancing measures
- How will you get the data?
- How often will you analyze and share progress?

Comagine Health's Data for Change portal can help streamline the retrieval, analysis and presentation of your data.

Potential data sources:

- Existing fields in EHRs or billing systems
- Chart audits
- Interviews
- Tally sheets

3. What changes can we make that will result in improvement?

- Reduce risk by starting small; a test can be as small as one day or a handful of patients
- Perform multiple, rapid tests in order to refine the change before spreading it to the entire staff, department, or organization

4. Be sure to include the following in your PDSA documentation:

Context

- The aim statement to which the PDSA relates
- PDSA cycle number
- Date the plan was developed

Plan

- Describe (in a step-by-step fashion) what you will try
- Specify the staff and patients involved in the test
- Set the test date(s)
- Determine how the test will be evaluated
- Identify the person responsible for gathering and analyzing the test data
- Predict the results
- List resources needed or any other preparation required before the test

Do

- As the test is carried out, record problems or unexpected observations

Study

- What actually happened?
  Were there deviations from the plan?
- How did the test results compare to your prediction?
- What did you learn?

Act

- Will you adapt, adopt or abandon the changes tested?
  - If the test will be adapted, when will the next PDSA cycle occur?
  - If the test will be adopted, how and when will the changes be introduced to the remainder of the department or organization?
- How will you share results with the larger team and senior leaders?