

Using PDSA for Quality Improvement

PDSA=Plan, Do, Study, Act

PDSA is a method widely used to successfully improve services. PDSA uses "cycles" to incrementally test ideas for change. It is also used to monitor a process or discover, assess and diagnose problems. Through PDSA, changes are implemented, evaluated, and spread. Initially, changes are tested on a small scale and if successful, they are spread throughout the organization.

1. PLAN	2. DO	<p>Project Selection</p> <ul style="list-style-type: none"> • What causes you the most trouble most often? • What does your customer complain about most often? • What Quality Measures are most challenging? • What would help make the job easier, service faster, the process more efficient, greater productivity and the operation less costly? • Can you measure the success? <hr/> <p>Organize the Team</p> <ul style="list-style-type: none"> • Who should be on the team? • Do we have the right people? • Are the necessary departments represented? <hr/> <p>Clarify</p> <ul style="list-style-type: none"> • How will you know you have eliminated or improved the problem? • What are existing measures you can use? • Do you have a baseline measure of where you are right now? • What will the outcome measure goal be? <hr/> <p>Understand the Problem</p> <ul style="list-style-type: none"> • What is not happening? • What is not known? • How is the customer affected? • What are the known data and the symptoms? <hr/> <p>Formulate the Ideal State</p> <ul style="list-style-type: none"> • What would be the ideal condition? • What are the elements of the ideal? • What are the priorities of the elements? <hr/> <p>Derive a Solution</p> <ul style="list-style-type: none"> • Have you analyzed all the significant symptoms? • Formulate theories for the root causes. • Prioritize the root cause solutions. • Who will implement the corrective action? • How will the corrective action be implemented? • How will you overcome cultural resistance? • What can be done to anticipate and eliminate potential roadblocks? • What resources will be needed? What communications are required to minimize disruptions and garner support? 	<p>Implementing Corrective Action</p> <ul style="list-style-type: none"> • What method will be used to check progress? • Who are the most important people to ensure successful implementation? • What factors will determine whether they will do what is needed? • What is the time, amount, and effectiveness of the feedback needed?
	3. STUDY	<p>Study the Results</p> <ul style="list-style-type: none"> • Can the results be verified? • Who will collect the data and to whom will it be reported to maintain its effectiveness? • What will ensure this new state is maintained and does not deteriorate over time? • Who will audit the process to maintain its effectiveness? • What would have made the implementation go easier? • How can what was learned be used for something else? 	
		4. ACT	<p>Implement and Evaluate</p> <ul style="list-style-type: none"> • Was the study successful? If yes, how will you implement the solution throughout the organization? • If the study was unsuccessful, where was the breakdown? In the implementation phase? In the diagnosis of root causes? • Are there other root causes? If yes, begin the PDSA cycle again.