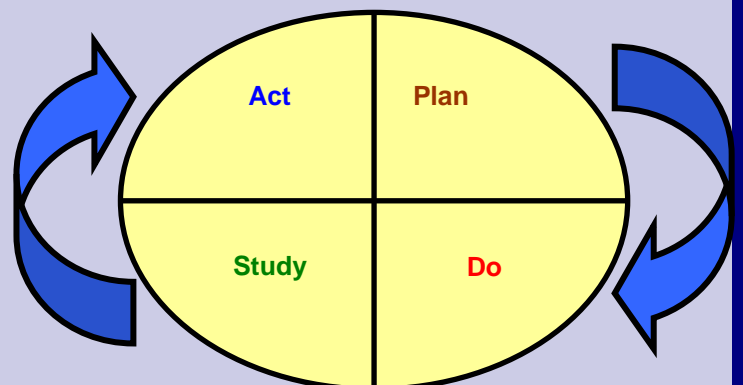


PLAN-Do-Study-Act

Identify an Opportunity and Plan for Improvement

Step One: Getting Started

- √ Identify area, problem, or opportunity for improvement
- √ Estimate and commit needed resources
- √ Obtain approval (if needed) to conduct QI

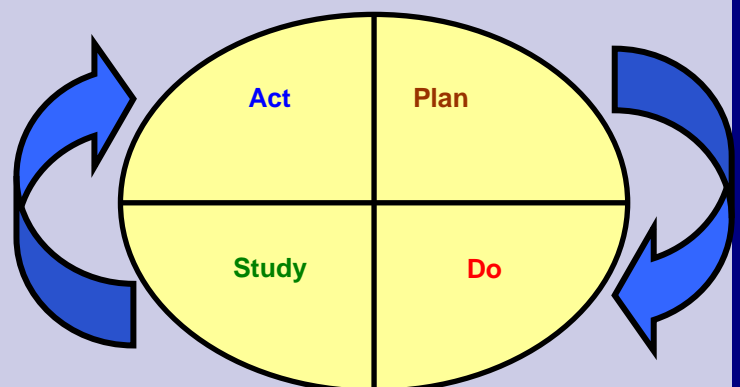


PLAN-Do-Study-Act

Identify an Opportunity and Plan for Improvement

Step Two: Assemble the Team

- √ Identify and assemble team members (including customers and/or stakeholders)
- √ Discuss problem or opportunity for improvement
- √ Identify team member roles & responsibilities
- √ Establish initial timeline for improvement activity and schedule regular team meetings
- √ Develop Aim Statement
 - √ What are we trying to accomplish?
 - √ How will we know that a change is an improvement?
 - √ What change can we make that will result in improvement?

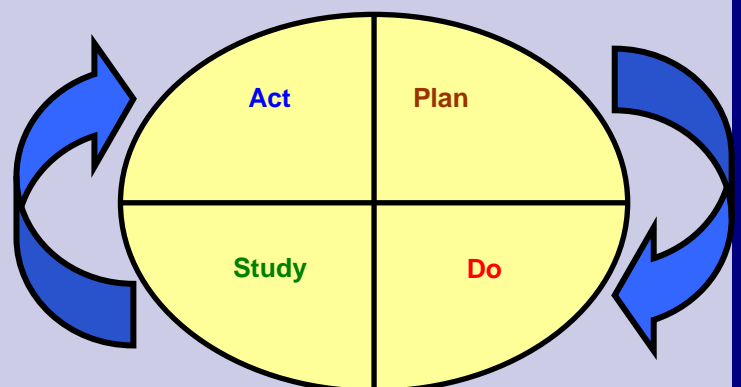


PLAN-Do-Study-Act

Identify an Opportunity and Plan for Improvement

Step Three: Examine the Current Approach

- √ Examine the current approach or process flow
- √ Obtain existing baseline data, or create and execute data collection plan to understand the current approach
- √ Obtain input from customers and/or stakeholders
- √ Analyze and display baseline data
- √ Determine root cause(s) of problem
- √ Revise Aim Statement based on baseline data as needed

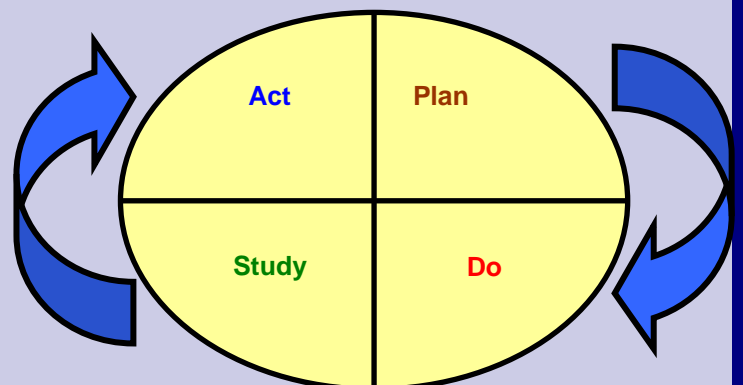


PLAN-Do-Study-Act

Identify an Opportunity and Plan for Improvement

Step Four: Identify Potential Solutions

- √ Identify all potential solutions to the problem based on the root cause(s)
- √ Review model or best practices to identify potential improvements
- √ Pick the best solution (the one most likely to accomplish your Aim Statement)

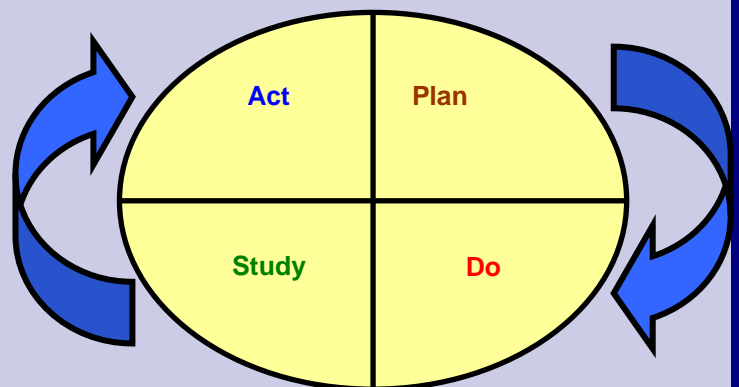


PLAN-Do-Study-Act

Identify an Opportunity and Plan for Improvement

Step Five: Develop an Improvement Theory

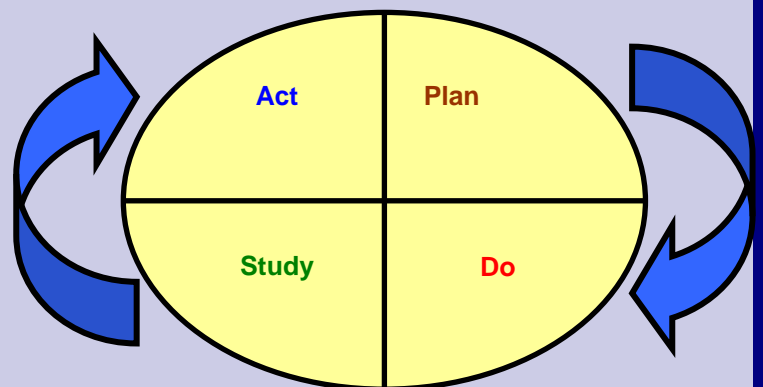
- √ Develop a theory for improvement
 - √ What is your prediction?
 - √ Use an “*If . . . Then*” approach
- √ Develop a strategy to test the theory
 - √ What will be tested? How? When?
 - √ Who needs to know about the test?



Test the theory for improvement

Step Six: Test the Theory

- √ Carry out the test on a small scale
- √ Collect, chart, and display data to determine effectiveness of the test
- √ Document problems, unexpected observations, and unintended side effects

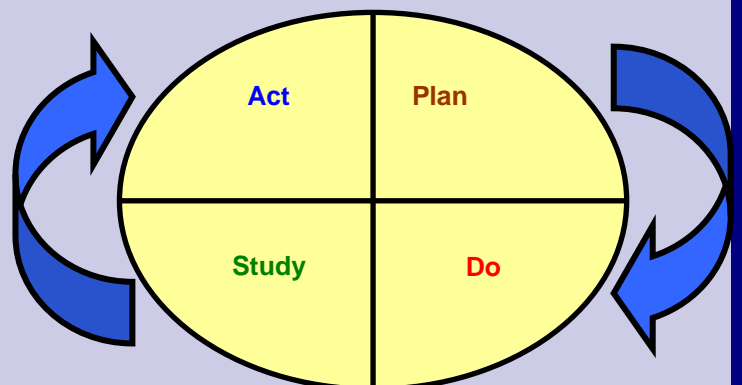


Plan-Do-**STUDY**-Act

Use Data to Study Results of the Test

Step Seven: Study the Results

- √ Determine if your test was successful:
 - √ Compare results against baseline data and the measures of success stated in the Aim Statement
 - √ Did the results match the theory/prediction?
 - √ Did you have unintended side effects?
 - √ Is there an improvement?
 - √ Do you need to test the improvement under other conditions?
- √ Describe and report what you learned



Plan-Do-Study-**ACT**

Standardize the Improvement and Establish Future Plans

Step Eight: Standardize the Improvement or Develop a New Theory

If your improvement was successful on a small scale test it on a wider scale
Continue testing until an acceptable level of improvement is achieved
Make plans to standardize the improvement

If your change was not an improvement, develop a new theory and test it; often several cycles are needed to produce the desired improvement

Step Nine: Establish Future Plans

- √ Celebrate your success
- √ Communicate your accomplishments to internal and external customers
- √ Take steps to preserve your gains and sustain your accomplishments
- √ Make long term plans for additional improvements
- √ Conduct iterative PDSA cycles, when needed

