

Integrated Care Strategy October 30, 2013

Plan, Do, Study Act (PDSA). This is a model for testing ideas in rapid cycles that can create an improvement. When undertaking an improvement to a system, there are three preliminary questions and four essential steps which are repeated until the desired outcome is achieved. Because systems change often involves complex interactions and dependencies that can be disturbed in unexpected ways, PDSA builds on the premise that it is unrealistic to expect change with systems to produce the right result every time. It is *always* necessary to check that the predicted improvement has actually happened.

The three preliminary questions are:

- What are we trying to accomplish?
- How will we know that a change is an improvement?
- What changes can we make that will result in improvement?

Steps in the PDSA Cycle

Step 1: Plan

Plan the test or observation, including a plan for collecting data.

- State the objective of the test.
- Make predictions about what will happen and why.
- Develop a plan to test the change. (Who? What? When? Where? What data need to be collected?)

Step 2: Do

Try out the test on a small scale.

- Carry out the test.
- Document problems and unexpected observations.
- Begin analysis of the data.

Step 3: Study

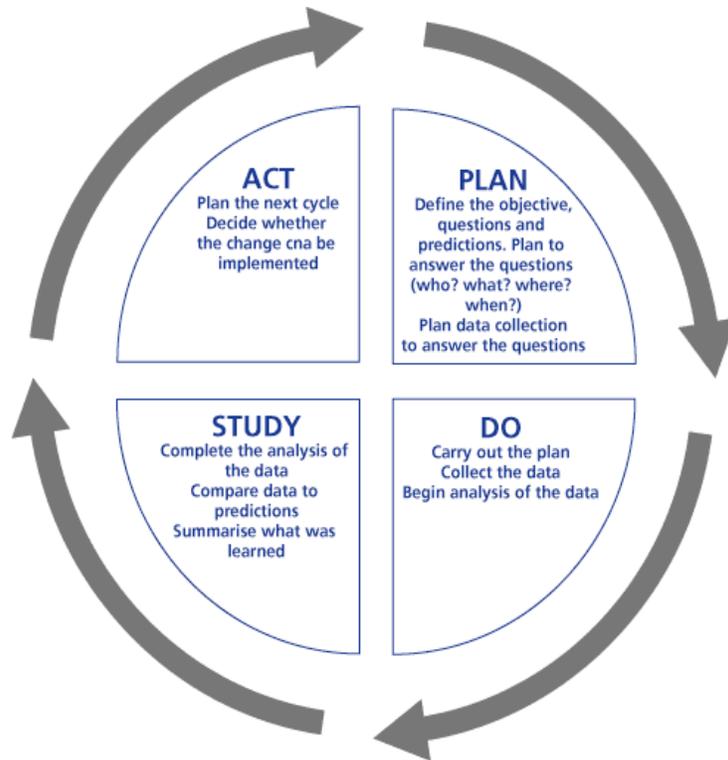
Set aside time to analyze the data and study the results.

- Complete the analysis of the data.
- Compare the data to your predictions.
- Summarize and reflect on what was learned.

Step 4: Act

Refine the change, based on what was learned from the test.

- Determine what modifications should be made.
- Prepare a plan for the next test.



- **Select an idea you heard today that you would like to implement in your workplace.**
- **Decide on a small change that you could test in your workplace within the next 2 weeks.**
- **Ask the three questions of PDSA:**
 1. **What are we trying to accomplish?**
 2. **How will we know that a change is an improvement?**
 3. **What changes can we make that will result in improvement?**
- **Create a plan to test the small change in your site.**