



Utah Medical Home
Integrated Services Project

8 Times, 8 Ways

PDSA Recap **Creating a Plan**

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June 23, 2006



“Every system is perfectly designed to give you exactly the results you get from it.”

**If you want to improve,
you must change your system.**

The Model for Improvement

**Small Rapid Cycles
of Change**

The Model for Improvement

1.Aim.

What are we trying to accomplish?

2.Measurement.

How will we know that a change is an improvement?

3.Changes.

What change can we make that will (or we think will) result in improvement?

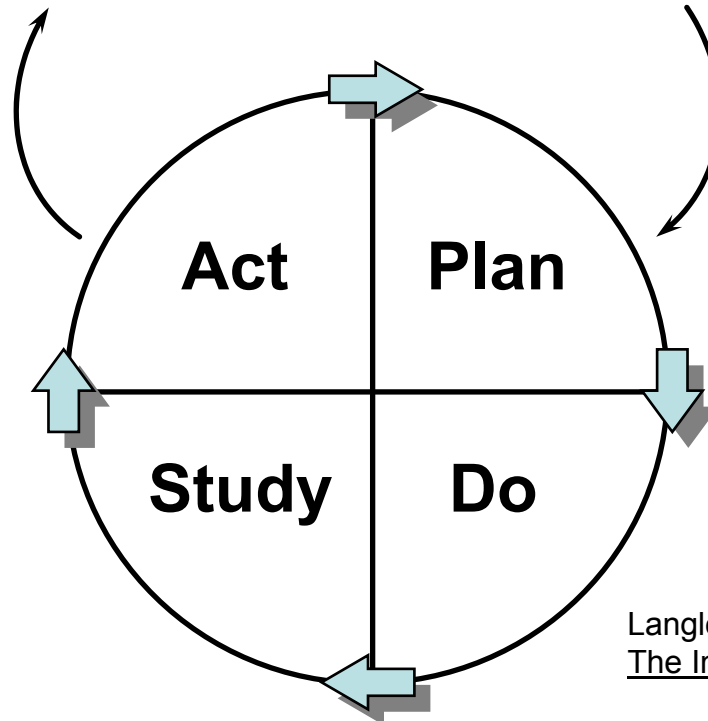
--*The Improvement Guide* (Langley, Nolan et al)

Model for Improvement

What are we trying to accomplish?

How will we know that a change is an improvement?

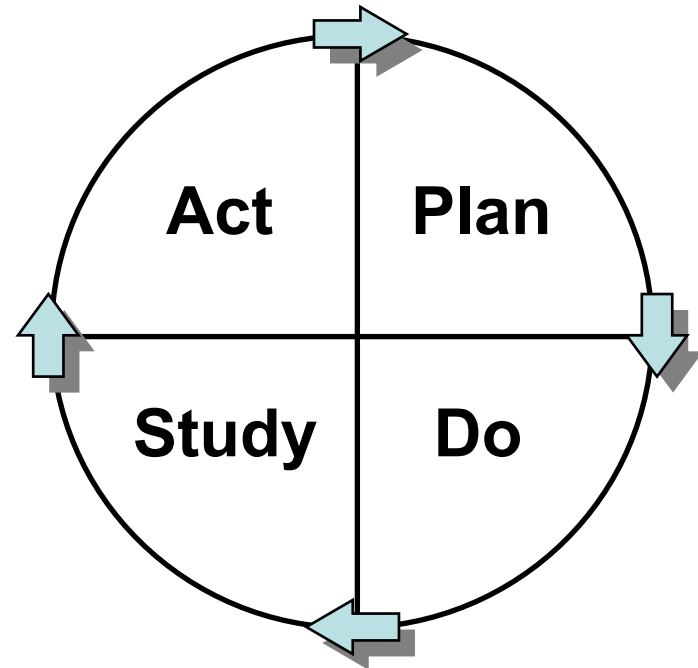
What change can we make that will result in improvement?



Langley, Nolan, Nolan, Norman, Provost
The Improvement Guide

Testing Changes

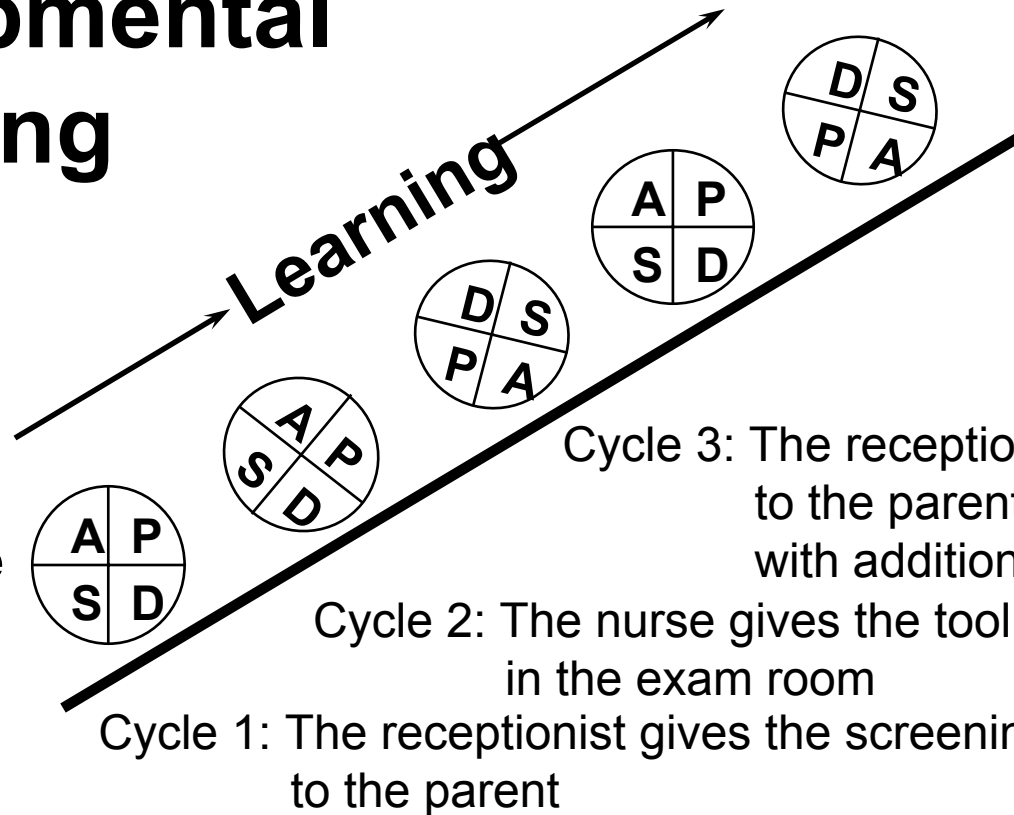
1. Plan
 - a. Objective
 - b. Questions & Predictions
 - c. Who, what, when, where will carry out cycle
2. Do
 - a. Carry out plan
 - b. Document problems and unexpected observations
3. Study
 - a. Complete the analysis of the data
 - b. Compare data to predictions
 - c. Summarize what was learned
4. Act
 - a. Note what to do differently in the next cycle
 - b. Next cycle needed? Ready to implement?



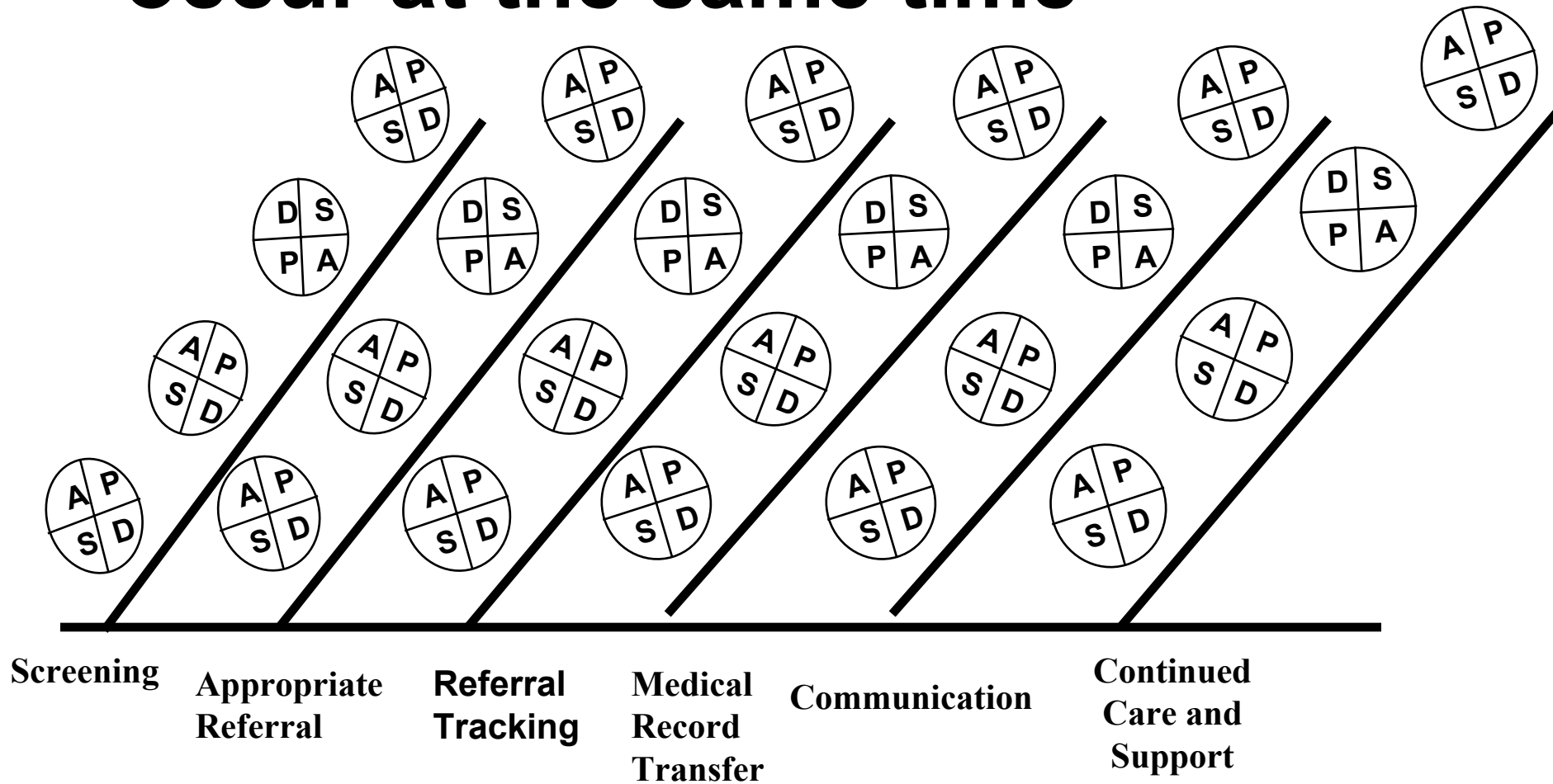
Multiple Cycles for Implementation

Example: Developmental Screening

**Who should give
parents the
screening tool?**



Multiple PDSA Cycles can occur at the same time



The Model for Improvement

- 3 Questions:
Aim -- Measurement -- Changes
- Utilizes several PDSA cycles to answer questions
- Implementation generally comes after several PDSA cycles

Summary

- **Small**
- **Rapid**
- **One patient, one physician, one day**
- **Examples...start with the question**

AIM

- What do you want to ACHIEVE?
- Measurable
- Time specific
- Stretch (but doable)
- Simple (you can easily tell someone else)

Examples: Specific Aims

- 85% of patients in the CYSHCN registry will have a care plan developed and used in partnership with the patient and family, documented in the chart/medical record by August 15, 2006.
- 70% of families will rate satisfaction with front office and care coordination as very satisfied or higher by August 15, 2006.

Go to Work!!

(7 minutes)

Aims

- Create an aim on the form provided
 - Must be measurable
 - Must be time specific
- Post it on your team's poster

Measurement

What gets measured
gets done!!

Go to Work!!

(5 minutes)

Measurement

- Look at your AIM. How will you know that a change is an improvement?
- Write down 2 or 3 measures related to your aim on the form provided.
- Post it on your team's poster.

Changes

Designing changes--

- Start small
- Test on a small scale—ask the customer
- Make it easy to do it the right way

Know that--

- Things might get worse before they get better
- Change is difficult—takes intentional effort

Go to Work!! (10 minutes)

Changes

- What changes can you make that will result in an improvement?
- Write down several ideas for change
- Post it on your team's poster