A preview of PDSA:

- Iterative 4 stage problem solving model.
- Executing the cycle again will extend what one has learned.
- Popularized by Dr. W. Edwards Deming.

Building the Foundation

- **Mission, Vision & Values**
  - What is the purpose of the organization
  - Where do we want ourselves to go
  - & What are the principles that guide your organization?

- **Strategic Plan**
  - The process of defining the direction of the organization.

**SWOT**

<table>
<thead>
<tr>
<th>STRNGTHS</th>
<th>WEAKNESSES</th>
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<tbody>
<tr>
<td>OPPORTUNITIES</td>
<td>THREATS</td>
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</table>
Don't forget your customer

- Customers
- Internal
- External
- Stakeholders

PDSA is a four stage Quality Improvement Approach

- Stage 1 Plan
- Stage 2 Do
- Stage 3 Study
- Stage 4 Act

Stage 1: Plan
Identify an Opportunity & Plan for Improvement

- Step 1: Getting Started

Step 2: Assemble the Team

- Aim Statement
**Step 3: Examine the Current Approach**

Current Approach

Future Approach

**Step Four: Identify Potential Solutions**

**Step Five: Develop an Improvement Theory**

- Hypothesis
  - What's the data going to show
  - What outcome are we looking for?
  - Define the outcome we want!

**Stage 2: Do**

- Test the theory for improvement
- Carry out the plan you developed
- Collect, chart, and display data
- Document problems, unexpected observations, side effects
- Check sheets, flow charts, and run charts may be useful here
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- Test the theory for improvement
- Carry out the plan you developed
- Collect, chart, and display data
- Document problems, unexpected observations, side effects
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Stage 3: Study
- Use data to study results of the test
- Did the results match the theory/predictions?
- Are there trends? Unintended side effects?
- Is there an improvement?
- Do you need to test the improvement under other conditions?

Stage 3: Study
Useful tools
- Pareto Charts
- Control Charts
- Run Charts

Stage 4: Act
- Standardize the improvement or develop a new theory
- Establish future plans
Example:

Community Health Care Association of New York
July 2002
PHQ9 Depression Screening Tool

**Purpose:** Trial use of the PHQ9 form

### PLAN:

**What are we testing?** A new depression screening tool (PHQ9)

**Who are we testing it on?** Patient *

**When are we testing?** July 2002

**Where are we testing?** Hill Health Center, New Haven, CT

**What do we expect to happen?** Patient responds appropriately, interviewer scores results

**What data do we need to collect?** Try tool with new patient *  

**Who will collect the data?** Clinician (MSW) *note*

**When will the data be collected?** July 2002

**Where will the data be collected?** Hill Health Center
DO:

What was actually tested?
What happened?
Observations?
Problems?

Example 2: Olmsted County Foodborne Illness Investigation Toolkit

Resources
- Michigan Department of Health – Embracing Quality in Local Public Health
- PHAB- Proposed Local Standards & Measures
- Balanced Scorecard
- Baldridge Criteria
- New Hampshire Department of Health
- Olmsted County Public Health