

LEARNING LAB

Hello... Welcome to Medic 103. My name is Doc Studnek and today we'll continue our discussion on PSDAs and the Model for Improvement.

The Model for Improvement is the engine that Medic uses to drive change. As you can see, it consists of two parts.

Part One: we start by asking three questions and then move into what is called a PDSA cycle (please see Model For Improvement graphic below for three questions).

Long time readers of this column will notice that these same three questions have been mentioned several times before. These are the questions

that we use to help us frame a project in a pull card. We also expound on these questions in a charter and they are the building blocks of a good aim statement. Adding these three questions to the top of the Model for Improvement reminds us that change should be systematic and carried out with a clear purpose.

Part Two: The more unfamiliar section of the Model, the PDSA cycle.

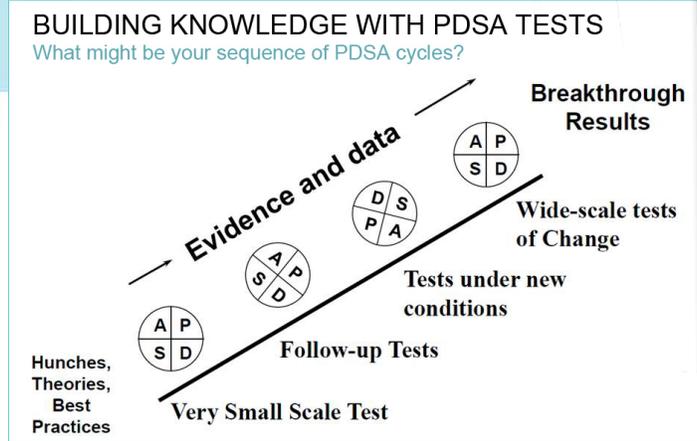
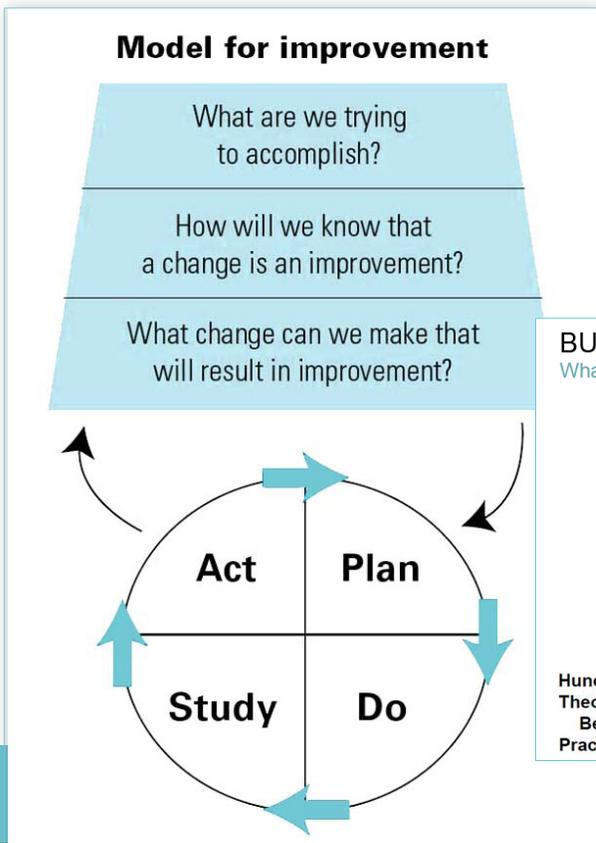
What we now know as the Plan, Do, Study, Act cycle (please see Model For Improvement graphic below) first started out in the early 1950s as the Plan Do Check Study cycle. It was adapted from Dr. W. Edwards Deming by Japanese executives (specifically, Toyota executives). However, in the mid-1980s, Dr. Deming began to explain to US audiences that the English definition of "check" is to "hold back" - which is counter intuitive to a cycle designed to make

continued forward progress. Thus, he began advocating for the PDSA cycle as we know it today.

To start designing a PDSA cycle, we need to accomplish 3 tasks before actually moving to the "P" (in PDSA):

1. Define an objective for each PDSA cycle
2. Determine if we are developing, testing or implementing a change
3. Decide what questions this cycle is going to help us answer about our potential changes.

Stay tuned, boys and girls!... Next week, we are going to talk about the size of PDSA tests and when we should be developing changes. We're also going to explore when we should be implementing them. (As a preview, PDSA cycles should always start small and be as simple as we can make them.)



IMPROVEMENT MODEL