



MODEL FOR IMPROVEMENT: Three Questions for Improvement

What are we trying to accomplish?

Describe the problem / issue.

How will we know that change is an improvement?

Describe measurable outcome or outcomes you'd like to see.

What change can we make that will result in an improvement?

Describe processes as they now exist; identify opportunities for improvement.



PLAN

Plan your test, and describe your plan for collecting data

What change are you testing?

What do you predict will happen? Why?

Provide details on test: Who will be involved, resources needed, time periods of test, details on action steps needed and who is responsible for each.

Provide details on what data will be collected, and how.



DO

Run your test on a small scale

Describe what happens when you executed the test, including problems and unexpected results.

Collect appropriate data.



STUDY

Analyze results you measured, compare to predictions

Study and analyze the data.

Determine if change resulted in outcomes you expected.

Were there surprises or unintended outcomes?

Summarize what you learned.



ACT

Decide what modifications you should make – either:

- Adapt – modify changes and repeat the PDSA cycle.
- Adopt – if change brought positive results, consider expanding more broadly in your organization
- Abandon – change your approach entirely and execute a new PDSA cycle

What did you conclude? Plan your next step.

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