The Model for Improvement

AIM → What are we trying to accomplish?

MEASURE → How will we know if a change is an improvement?

CHANGE → What changes can we make that will result in improvement?

RAPID CYCLE IMPROVEMENT

ACT PLAN
STUDY DO

PDSA Cycles

“Let’s try it!”

“Did it work? What did we learn”

“What’s next?”

“What will happen if we try something different?”

Act
- What changes are to be made?
- Next cycle?
  • Adapt
  • Adopt
  • Abandon

Plan
- Objective
- Questions and predictions (why)
- Plan to carry out the cycle (who, what, where, when)

Study
- Complete the analysis of the data
- Compare data to predictions – update theory
- Summarize what was learned

Do
- Carry out the plan
- Document problems and unexpected observations
- Begin analysis of the data

Langley, Nolan, Nolan, Norman, Provost, Moen “The Improvement Guide”

Lloyd, R. & Scoville, R. “The Science of improvement”