

Welcome to the QI Minute, short segments to introduce the pay-for-performance model. Each segment will focus on core concepts that build the foundation for CCWNC network practice support. Topics will include population health management, care coordination, team-based care, quality improvement and more! Thank you for reading and please contact Carrie Pettler, Quality Improvement Manager, with any feedback (cpettler@ccwnc.org).

What is a PDSA??

The Institute for Healthcare Improvement's Model for Improvement (www.ihi.org) asks three questions to get us started:

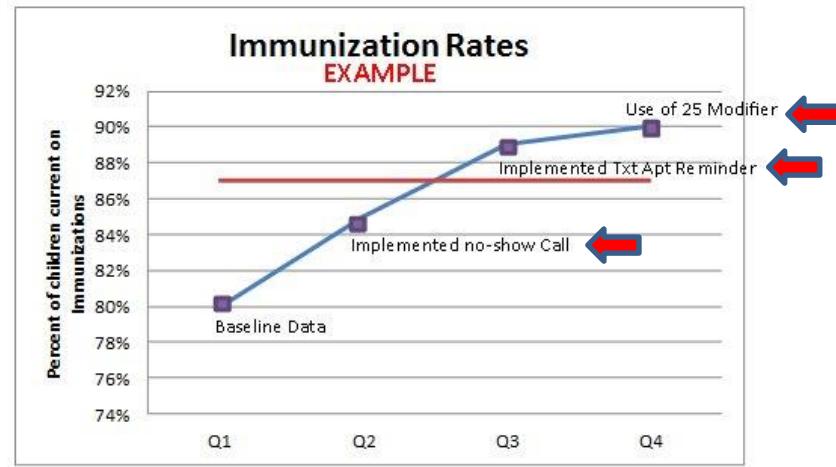
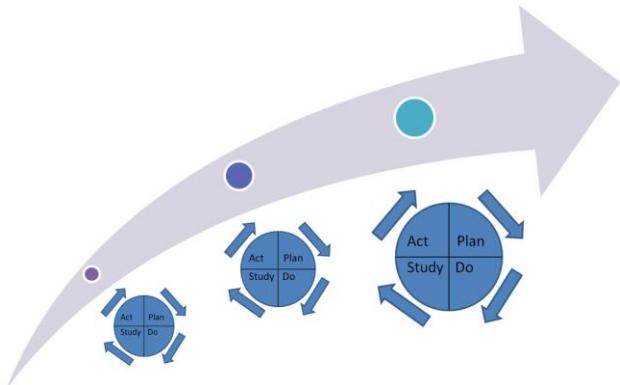
1. What are we trying to accomplish? → set an *aim* for your project
2. How will we know that a change is an improvement? → make sure we have a way to measure our aim
3. What change can we make that will result in an improvement? → come up with a plan

Once we have answered this questions we can *Plan, Do, Study, Act (PDSA)*!

PDSAs are very small cycles of change where we make a plan, do it, study the effects and act on any necessary changes. PDSAs start as small as possible (such as with one provider team, for one day) and once the changes are starting to show improvement, can be spread to larger populations (see the left image below)

Run charts are a great way to keep track of PDSAs and the results! See the example on the right, where with each new PDSA we can see the effects of the changes.

Practices can then share this information with staff, patients and the public.



HOW DOES THIS BENEFIT THE PATIENT?

The data will tell the patient that their care team is working to achieve and maintain their healthiest outcomes!

Stay Tuned to learn about how team-based care can improve practice communication and processes!