

Plan•Do•Study•Act

Implementing QI Using PDSA*

Building Bridges implemented the PDSA model to study Quality Improvement (QI) processes. The graphic below provides a guide for QI PDSA implementations based on findings from the Building Bridges M-CHAT-R pilot project.

ACT: What should be done based upon findings?

- * Identify necessary changes.
- * Determine next steps based on reflections.
- * Move on to "Plan" to plan next steps.

Example:

Based on reflection from findings, program staff implemented changes, such as additional training and processes for screening families when there were language barriers. Changes were tested in the next PDSA cycle.

STUDY: What are the findings from the process improvement?

- * Analyze the documented findings.
- * Summarize what was learned from the QI project.
- * Reflect on findings from the process QI project.
- * Move on to "Act" to take action on findings.

Example:

Monthly data collections were reviewed; reports were provided to pilot sites. Early PDSA iterations showed problems with recording all data elements, as well as language barriers for screening families who did not speak English or Spanish.

ACT

PLAN

STUDY

DO



PLAN: What do we want to accomplish?

- * State objectives for the process improvement.
- * Make a plan to implement the improvement.
- * Move on to "Do" to implementing the change.

Example:

Pediatric practices were identified that did not have routine screening of young children for Autism Spectrum Disorder (ASD). An intervention was planned that included providing training and technical assistance for office staff and medical providers.

DO: What is occurring during the process improvement?

- * Implement QI project/process improvement.
- * Monitor the process changes.
- * Document implementation and unexpected events.
- * Move on to "Study" to analyze documented findings.

Example:

The ASD screening pilot was implemented at two primary care practices. The M-CHAT-R was used to screen patients younger than 37 months. Data from each practice were collected monthly.

*Langley, G., Nolan, K, & Nolan, T. (1994). The Foundation of Improvement. *Quality Progress*, 38(2), 81-86.

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