

Tool 6 – Plan, do, study, act (PDSA) model for Improvement

Why you should use this tool

This model for improvement was designed to provide a framework for developing, testing and implementing changes that lead to improvement. It attempts to temper the desire to take immediate action with the benefits of careful study. Its framework includes three key questions and then a process for testing ideas for change using Plan, Do, Study, Act cycles.

When to use this tool

When you and your team need to set clear and focused goals in relation to supporting self care among patients.

What to do

The model for improvement is represented in figure 1 below.

There are four stages to a PDSA cycle.

- **Plan:** plan the change to be tested or implemented.
- **Do:** carry out the test or implement change.
- **Study:** study data before and after the change, and reflect on what was learnt.
- **Act:** plan the next change cycle or plan implementation.

A PDSA cycle involves testing the improvement ideas on a small scale before introducing the change. By building on the learning from the test cycles in a structured and incremental way, a new idea can be implemented with greater chance of success. Barriers to change are often reduced when different people are involved in trying something out on a small scale before implementation.

Using the diagram overleaf, complete the 'Plan' stage in the first training session by thinking through actions you will need to make in establishing a culture that supports self care. Continue to develop the Do, Study and Act elements as your training progresses.

Time: allow 10 minutes to complete the first part of this task and 5 minutes for group discussion. Continue to develop the Do, Study and Act elements as you progress through the training.



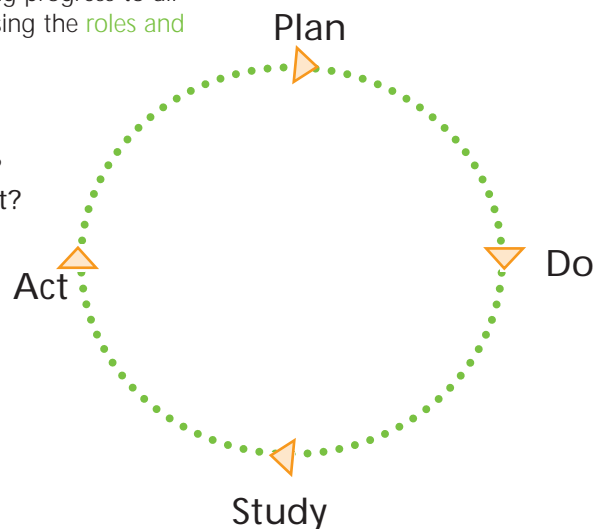
How it works (insight)

The measures used within this model exist as tools for learning and to demonstrate improvement.

What to do next

Collect baseline data. Formulate a detailed action plan so everyone knows how to play their part in the 'Do' stage. Keep good notes and link with key players throughout, communicating progress to all involved. The actions and responsibilities can be defined by utilising the [roles and responsibilities checklist](#).

Figure 1: What are you trying to accomplish?
How will you know that a change is an improvement?
What changes can you make that result in improvement?



For more information on this tool, please click on [Tool 6](#).



Working in Partnership Programme

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self care • •
...because health matters •

Supporting self care in primary care

Improvement cycle report template (as derived from Lambeth, Southwark and Lewisham PCTs)

Objective		Your response	
Plan	• What exactly will you do?		
	• Who will be involved and how?		
	• When will it take place?		
	• Where will it take place?		
	• What will you measure?		
	• What do you predict will happen?		
Do	• Implement the plan and record: - what was actually done and when - any unexpected observations or problems		
	• Collate and begin to analyse the data		
	Study	• What were the results?	
		• Did they differ from your expectations? (If so,how/why?)	
• What have you learned from completing this cycle?			
Act	• What action will you now take to: - refine your improvement idea and re-test it? or - implement it and embed the change? or - reject the idea and prepare to test a new one?		