



Plan, Do, Study, Act (PDSA) Exercise

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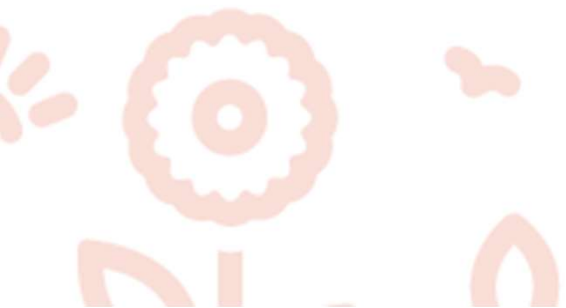
Learning Objectives:

Understand how to use the PDSA method as an intentional, organized way to translate ideas into action

Understand how prediction and measurement aid in improvement planning

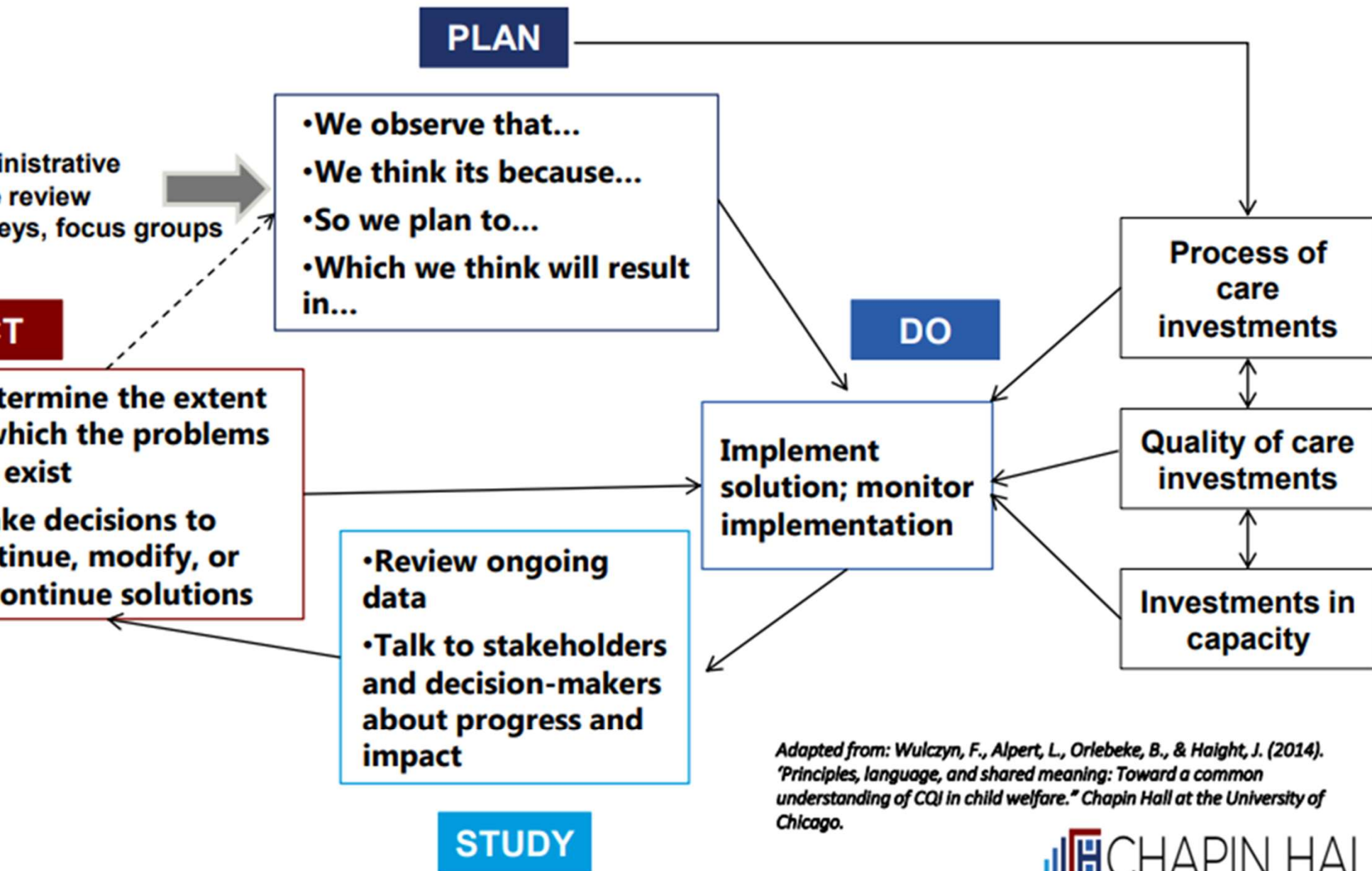
Understand how rapid cycle small tests of change can aid in learning

Demonstrate the value of collaborative learning and teaming



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Adapted from: Wulczyn, F., Alpert, L., Orlebeke, B., & Haight, J. (2014). "Principles, language, and shared meaning: Toward a common understanding of CQI in child welfare." Chapin Hall at the University of Chicago.

MR. POTATO HEAD?

Use prediction and small tests of change to improve the accuracy and time it takes to assemble Mr. Potato Head

Plan an assembly strategy (PLAN)

Test/implement the strategy (DO)

Observe the results (STUDY)

Make a decision about what to do next to continue to improve (ACT)

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you will need:

Participants per team/table

, Documenter, Time Keeper, Accuracy Score Inspector, Observer

Mr. Potato Head for each team

Picture of properly assembled Mr. Potato Head

SA Tracker

Flow Chart



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PACKER

Plan	Do	Study	Act
What change will you test? Questions? Theory? Predictions?	New Discoveries? Chart Results.	What is the difference between predicted and actual results? Learnings?	Adapt, Adopt, Abandon?
<i>Remove body on base first. This make it more easier to put together? Yes. Predict 90 seconds with Accuracy Score of 3</i>	<i>Time: 115 seconds; Accuracy Score 3</i>	<i>Time was 25 seconds longer than expected, but accuracy was great. Fumbled with parts. Base hard to remove from body. Need to load base last and be ready to pull out quickly.</i>	<i>Adapt</i>

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Mr. Potato Head
PDSA Exercise



RUN CHART - TIME TO ASSEMBLY

3 4 5 6 7 8 9 10

PDSA Test Cycle

RUN CHART - ASSEMBLY ACCURACY SCORE

Accuracy Score

3
2
1

1 2 3 4 5 6 7

PDSA Test Cycle



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Score Definitions

- All pieces are on and positioned correctly
- All pieces are on, but one or more is out of place
- One or more pieces are not on



ACTIONS:

Identify roles for everyone in the group

Review your strategy and predict the results by completing the PDSA

Worker

At timing the testers assembly of Mr. Potato Head

Observe and document the accuracy score and timing on the run change

Debrief with your team and then pause for a facilitated debrief with a

ns

the next small test of change

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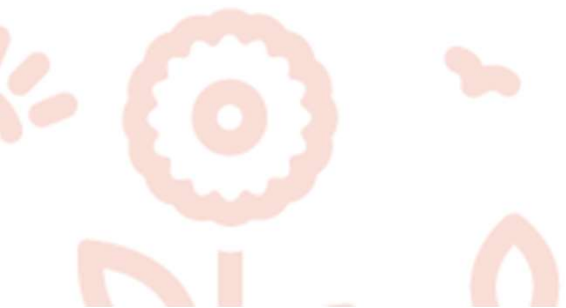


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Score Definitions

- All pieces are on and positioned correctly
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Debrief and Discussion (after each cycle):

How many groups scored a 3?

What was your time?

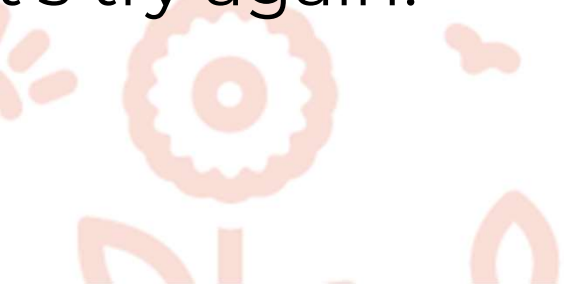
What was your strategy?

Fastest time?

What was your score

What was your strategy?

Let's try again!



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Debrief and Discussion (after subsequent cycles):

How many groups scored a 3?

- What was your time?
- What was your strategy?

Fastest time?

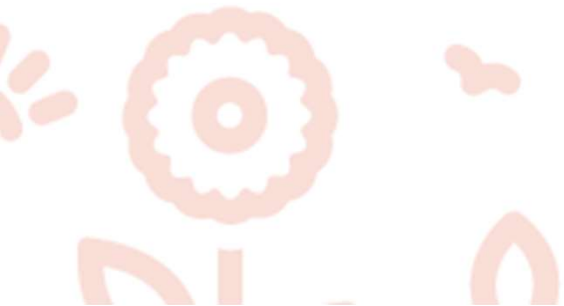
- What was your score?
- What was your strategy?

How's the engagement/energy level?

Competing test ideas?

What improved? What got worse?

What about cross-team collaboration?



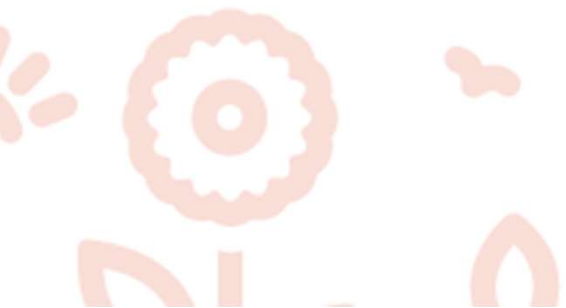
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QUESTION:

How could you use this at your agency?

Facilitate this exercise with program staff, managers, and senior leaders?

Using PDSA as an intentional, organized way to translate ideas into action





SOURCES, HISTORY, AND RESOURCES FOR MORE INFORMATION

David M. Williams, Ph.D developed this exercise in 2011. The PDSA exercise is designed to simulate PDSA component of the Model for Improvement¹ and the key aspects of the IHI Breakthrough Series Collaborative Model².

The exercise is adapted from another exercise facilitated by Eric W. Dickson, MD, President of UMASS Memorial Medical Group. Dickson's exercise shows the value of standardized work and lean thinking. These instructions are adapted from the format found in the National Quality Center's *The game guide: Interactive exercises for trainers to teach quality improvement in HIV care*³.

Facilitator Guide

How Mr. Potato Head Helped Starbucks Make Drinks Faster



Williams, D.M. *Mr. Potato Head PDSA Exercise Facilitator Guide*. Austin, TX: DMW Austin, LLC. 2019. (Available on www.davidmwilliamsphd.com)