

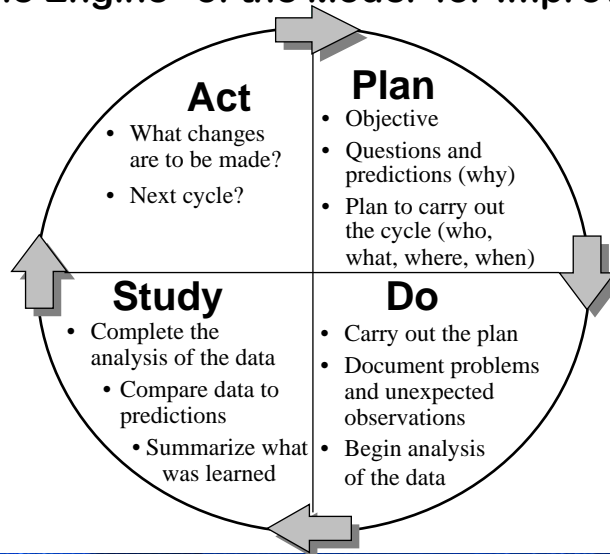
Plan, Do, Study, Act (PDSA) Improvement Model and Process Mapping

**Infection Monitoring in Rural Hospitals
Learning Session 1:
How to Conduct a Successful QI Project
November 19, 2009**

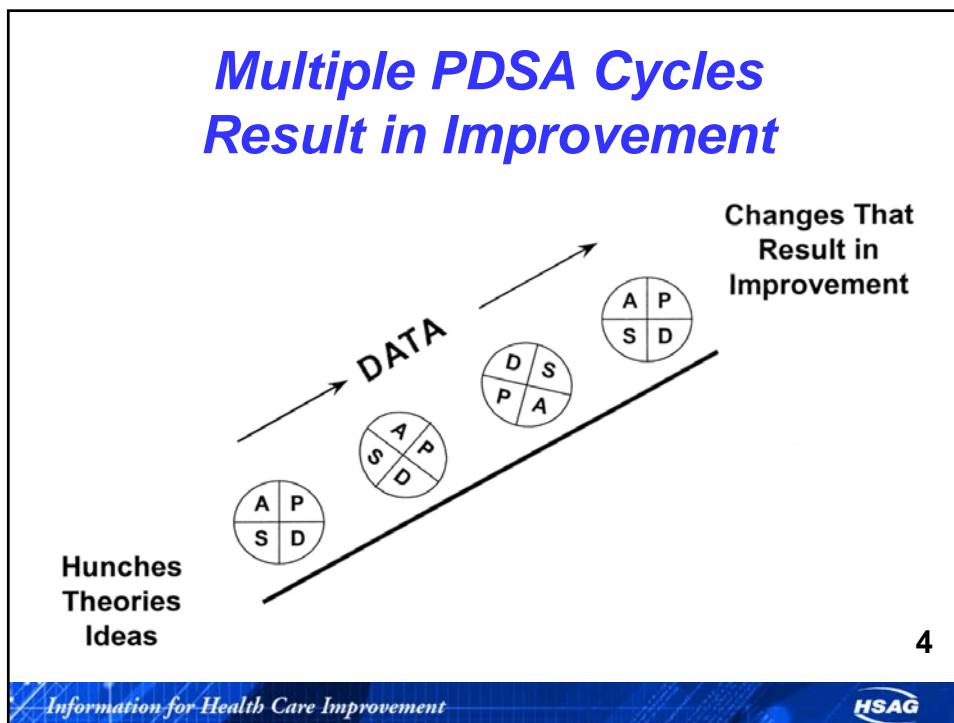
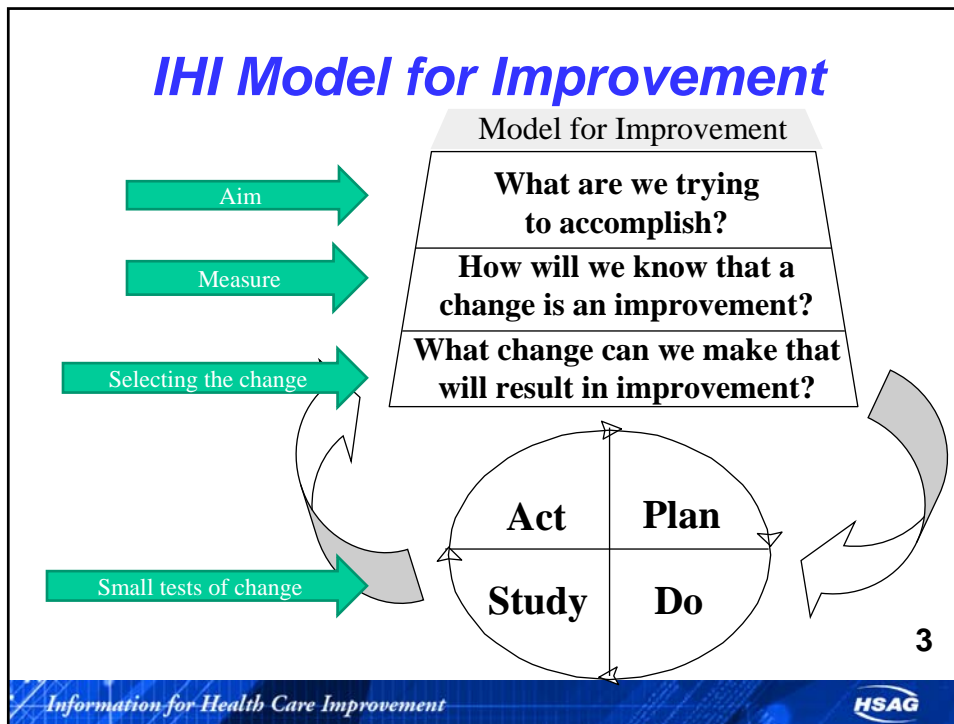
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The PDSA Cycle:

“The Engine” of the Model for Improvement



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The Tennis Ball Game



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How to Play



- Break up into groups of 5–6 people
- Select Timer, Scribe, and Leader
- Using your tennis balls, spend 5 minutes designing a process that meets the following specifications:
 - Each ball must be touched by each person at least once
 - The ball cannot be passed to the person directly next to you
 - The balls must be moved from person to person

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How to Play (Cont'd)

- The goal is to build a process that meets the design specifications in the shortest time possible
- Implement and time your process
- Improve your process and time it again...
- Improve your process and time it again...
- After 5 minutes we will get the best time from each team for comparison
- You will have another 5 minutes to improve your process and then report your new best time



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What Did You Do?

- Formed a team
- Designated roles
- Brainstormed
- Designed a process
- Measured its performance
- Benchmarked its performance
- Analyzed the process design
- Redesigned your process
- Measured your new process, etc.



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Learning From Tennis Balls

- Before you can improve a process, you need to know how it works.
- Listen to all the members of your team, especially those who are the closest to the process.
- Share improvement ideas.
- Try them!



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More Learnings

- If at first you don't succeed, try, again.
- Look at others who perform the process well, both internally and externally.
- Borrow their ideas.
- Try again.
- Keep going.
- It's not the "best people" who succeed, it's the "best team's process"



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Process Mapping (aka Flowcharts)

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What Is a Process Map / Flowchart?

- A process map is a pictorial representation describing a process being studied or even used to plan stages in a project.
- Process maps provide a common language or reference point when dealing with a project or process.

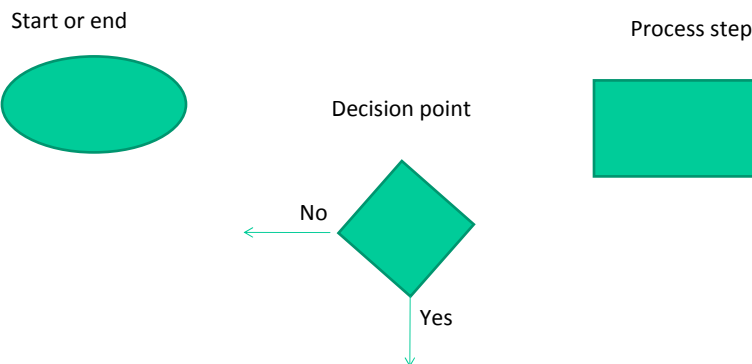
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What Is the Value of a Process Map?

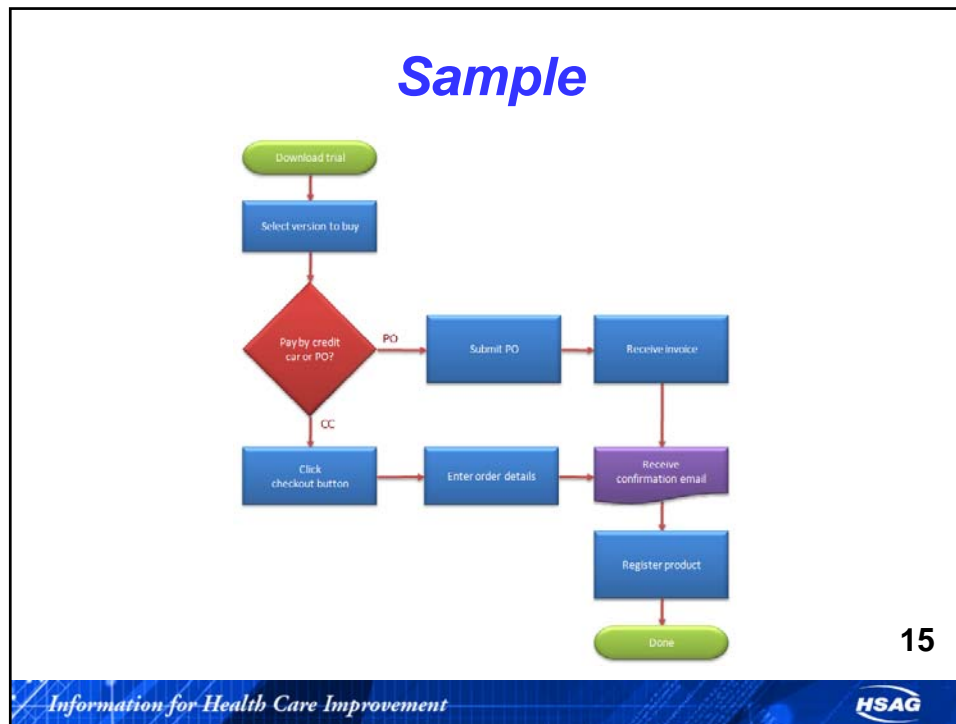
- Provides a picture of the process
- Shows complexity, rework, etc.
- Allows teams to agree on the process steps and examine which steps may impact the process performance
- Identifies parts of the process where data can be collected
- Serves as a training tool to understand the complete process

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Basic Flow Chart Shapes



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Flow Chart Analysis

- Analyze flow chart of actual process
 - Analyze flow chart of best (ideal) process
 - Compare both charts, looking for areas where they are different
 - Most of the time, the stages where the differences occur are considered to be the problem areas (gaps or opportunities for improvement)
 - Take steps to eliminate the differences and close the gaps
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Give It a Try

- At your tables, create a process map of the following process: Getting here this morning
- Determine your starting and ending points
- Decide on level of detail
- Simple macro-flow chart
- Report out to the large group your main discussion points in designing the flow chart

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