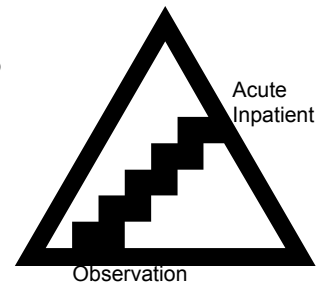


FOCUS-PDSA: Steps to Achieving an Effective QIP

Reaching the Appropriate Level of Care



Find an opportunity to improve

1. Align with organization goals
2. Identify the known gap between knowledge and practice
3. Determine that CQI methodology is the best approach to use for this opportunity
4. Process interest from internal/external customers

Organize an effort

1. Identify key players in process and recruit them
2. Identify the team leader/process owner
3. Select team members from appropriate levels in the organization
4. Agree on mission statement

Clarify current understanding of the process

1. Understand how current process works
2. Flow chart the actual process
3. Identify customers and suppliers in the process
4. Set up measurement process and collect data. Be innovative.

Understand the causes of the variation

1. Analyze data
2. Understand the capacity for variation in the system
3. Understand common cause and special cause variation

Select a strategy

1. Look for ways to limit variation in the process
2. Identify better ways to do things
3. Learn what has worked at other organizations (copy)
4. Remember that solution doesn't have to be perfect the first time

Plan the improvement

1. Make predictions and identify ways to counteract resistance to change
2. Identify key people to assist with implementation
3. Be sure you have the necessary support of management and staff
4. Develop a plan to include who, what, where, and when

Do the improvement

1. Implement the improvement in small test of change (pilot)
2. Collect data before, during, and after the pilot
3. Elicit the help of those who pilot change to make it better
4. Pilot again with changes OR roll out system-wide

Study the results

1. Collect data on how well the process is being implemented
2. Collect data to determine if the desired outcomes are being achieved
3. Analyze results and make needed changes

Act to hold the gains and continue to improve

1. Determine how/when data will be collected to understand if gains made are held over time
2. Ask the question, "How can this process be improved further?"
3. Keep it on some meeting agenda at least annually
4. Establish ongoing education plan



Sequence of Steps in the FOCUS-PDSA Method of Quality Improvement

The number of meetings required may vary from this illustration depending on the complexity of the process and availability of data.

