

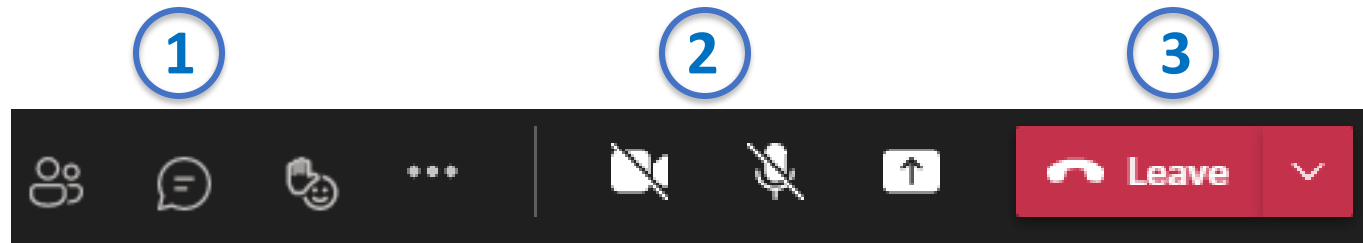


Healthcare
Improvement
Scotland

Primary Care Improvement Collaborative

QI Skills Session 7: PDSA

Housekeeping



- 1. Open and close the chat panel** – use the chat box to introduce yourself, raise any questions you may have or add comments about the session.
- 2. Cameras and mics have been disabled** – this session is being recorded and will be available as a resource. The chat box will not be visible during the recording, so please use it for any questions you may have that we will answer at the end of the session.
- 3. Leave the meeting** – use this to leave this session at the end.

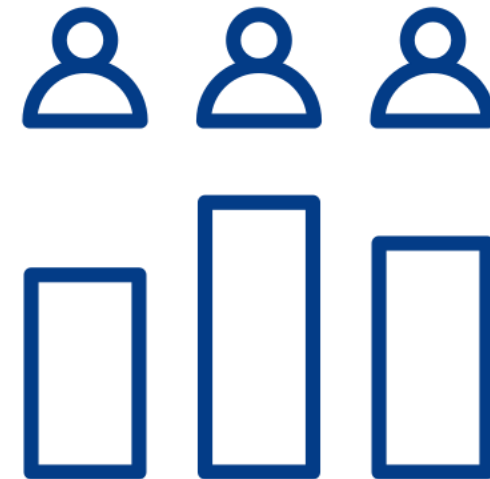
Background

- QI Skills sessions are part of the Primary Care Improvement Collaborative
- Developed to support the collaborative to understand how to use QI tools in a primary care setting, particularly, pharmacotherapy and CTAC
- Sharing practical application of QI tools drawing on our learning from our previous programmes.

Poll

Please rate your knowledge of '**plan, do, study, act**' (PDSA):

- 1- Not aware
- 2- I know what it is
- 3- I can apply in identified situations
- 4- Know how, when and where to us
- 5- Can adapt and explain
- 6- Can teach theory and use method



Overview of PDSA

A PDSA is used when you want to test a change and assessing the impact

It is a 4-step cycle:

Plan

- Have a clear objective
- Make some predictions about what will happen
- Questions and predictions
- Plan to carry out: Who? When? How? Where?

Act

- Make decisions about what to do next
- Adopt, adapt, abandon
- Ready to implement?



Do

- Carry out plan
- Document problems
- Capture feedback/observations

Study

- Analyse data
- Compare to predictions
- Summarise
- Use knowledge to update your theory about this change

Why PDSA is useful

- Learning about what will happen if things are done differently
- Understanding if change will lead to improvement
- Supports small scale testing

Example of PDSA (Plan)

PLAN	Aim	To reduce the number of people on the on-call list
	Change idea	Introduce 'soon' appointments
	PDSA objective	Test use of 'soon' appointments
	Questions for test of change	How many 'soon' appointments are needed, will people accept these appointments, will these reduce on call list
	Measure(s)	Count of people on the on-call list
	Prediction	Patients might refuse 'soon' appt - could be issue with Thursday/Friday as don't want to wait over weekend
	Tasks	Update clinical team on test of change and data to support test Agree guidance for when soon appt to be offered to ensure consistency Decide when to start testing Agree communication and education plan for patients

Example of PDSA (Do Study Act)

- DO** 4 'soon' appointments added each day. Number of patients on the on-call list counted.
- STUDY** The data from the initial data collection and the week of the change being tested were compared. There was an overall reduction in the number of patients on the on-call list.
- ACT** The test of change also highlighted another area where on the day appointments were being used when routine was more suitable. A further change was made to address this.

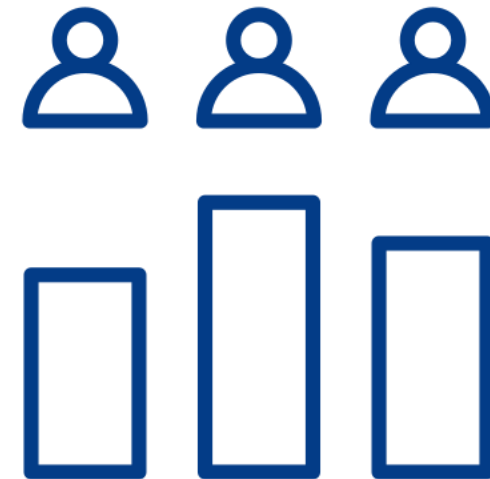
Questions



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Thank you

**Keep an eye out for
a range of tools,
learning and
resources, including
this recording, that
will be available soon!**

*Thank
You*

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