



PDSA CYCLE

The PDSA Cycle is a systematic, four-part, series of steps for learning and gaining valuable insight for the continual improvement of a process. Use the things that you have learned from process mapping to design your PDSA cycle.

Step 1: Plan Plan the intervention, including a plan for collecting data.

- Who:
- | | | |
|--|---|---|
| <input type="checkbox"/> Front office | <input type="checkbox"/> MA | <input type="checkbox"/> Office manager |
| <input type="checkbox"/> Back office | <input type="checkbox"/> LPN | <input type="checkbox"/> _____ |
| <input type="checkbox"/> Physician | <input type="checkbox"/> RN | <input type="checkbox"/> _____ |
| <input type="checkbox"/> Other providers | <input type="checkbox"/> Care coordinator | |

What: *Example: Confirm smoking status for patients with COPD and provide patient education and cessation support for smokers*

When: *Example: 3 months (April 1 to June 30)*

Data Collection: *Example: EHR report of percent of patients with COPD diagnosis who are current smokers that have had smoking cessation counseling (CPT code 99406 or 99407) in the last 12 months*

Step 2: Do Try the intervention on a small scale. In 1-2 sentences, describe the specifics of your intervention including details of how your plan will be implemented.

What: *Example: We will discuss benefits of smoking cessation for patients with COPD and review smoking cessation resources at a staff meeting. MAs will confirm smoking status for all patients when they room the patient, will give education materials to all smokers, and will alert physician when they are seeing a patient with COPD who is an active smoker.*

Step 3: Study Analyze the data and study the results.

After the intervention period, you will review problems/unexpected observations from the intervention, analyze results of the intervention, determine if you have met your goals, and evaluate what was learned from the intervention.

Step 4: Act Refine the change, based on what was learned from the test

When you have studied the effect of the intervention, you decide if you will make this change permanent, go back to the way things were done before, or do another PDSA cycle with another change.