

Appendix A

Branch-Hillsdale-St. Joseph Community Health Agency

Plan Do Study Act Approach Worksheet

What is the Aim of the Project, Program, or Activity? What is the specific aim that is to be achieved? It should be time limited and measurable.

Step 1 – Plan a Change

A. Identify the Problem (This should be a problem in reaching your aim)

- Select the problem to be analyzed
- Clearly define the problem and establish a precise problem statement
- Set a performance measure for the problem solving effort

B. Analyze the Problem

- Identify the processes that impact the problem
- Identify the processes that may cause the problem or prevent you from reaching the goal
- Collect and analyze data related to the problem (as available)
- Identify root causes of the problem
- Verify or revise the original problem statement
- Verify or revise the performance measure

Step 2 – Do – Try the Change on a Small Scale

A. Develop Changes

- Generate potential changes that will address root causes of the problem
- Select a specific change or changes that can be implemented on a small scale and tested quickly to see if it (they) work(s)
- Identify anticipated results from this change
- Plan how you will carry out the change, when and who will do it. This is your first change cycle.

C. Implement a Change

- Implement the change on a trial or pilot basis

Step 3 – Study – Observe/Evaluate the Results of the Change

- Gather data on the change
- Analyze the data on the change
- Was the change carried out as planned?
- Did you obtain the anticipated results?
- What new knowledge did you gain as a result of this change cycle?

Step 4 – Act – Refine and Spread the Change

- List the actions that will be taken as a result of this change and evaluation cycle
- If successful, spread the change more broadly
- Identify any systemic changes and training needs for full implementation
- Plan ongoing monitoring of the change
- Continue to look for incremental improvements to refine the change
- Look for another improvement opportunity!