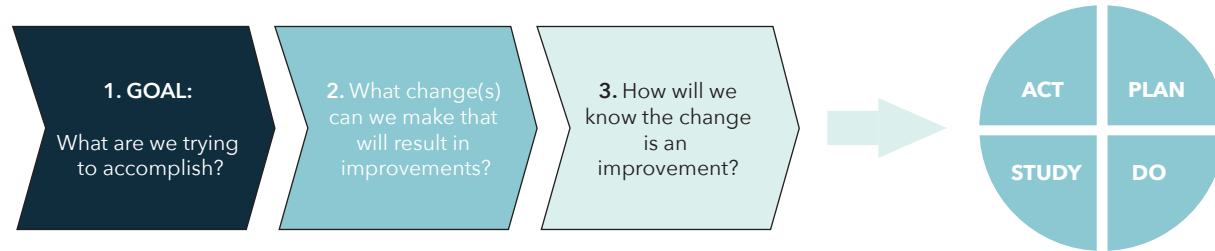


# Using the Plan-Do-Study-Act (PDSA) Model

PDSA, or Plan-Do-Study-Act, is an iterative, four-stage problem-solving model used for improving a process or carrying out a change. In applying PDSA, ask yourself three questions:



## Based on what was learned from the test:

- **Adjust** – modify approach and repeat the cycle.
- **Adopt** – consider expanding changes to additional workers, teams, or agencies.
- **Abandon** – re-investigate cause of problem, change your approach and repeat the cycle.



- What change(s) are you testing with the PDSA cycle(s)?
- What did you predict will happen and why?
- Who will be involved in this PDSA?
- What specifically will they do?
- What resources will they need?
- When will the change be done?
- How long will the change take to implement?
- What data needs to be collected?
- How often? By whom?

- Study and analyze the data.
- Determine if the change resulted in the expected outcome (compare to goal).
- Were there implementation lessons?
  - Summarize what was learned; look for unintended consequences, surprises, successes, failures.

- Carry out test on a small scale.
- Document observations, including any implementation problems and unexpected findings.
- Collect data you identified as needed during the “plan” stage.