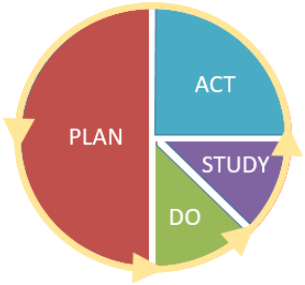
Flow Chart for Problem Solving Thinking (PDSA)



1. Describe the Problem
What occurred?
(problem, pathway, timeline)

Observe "Go and See" to understand and document the current processes

2. Focus the Problem
What specific problem are you trying to solve?
(one sentence)

3. Baseline Data (Metric)
How do you this is a problem?

4. Design Change Initiative
How do you want to address this problem to prevent recurrence?

What is your hypothesis?

5. Right People
Who & which areas are involved with or affected by this change initiative?

6. Start Small
'One patient, one area at a time'
Where can you first trial a rapid change?

7. Perform & Record Change
Who and how will it occur?

8. Outcome Data (Metric)
How will you measure the outcome of the change for evaluation?

What is your experiment? What data will be collected to measure results?

9. What is the outcome?

What did you learn?

Unexpected Outcome
Adapt or abandon change?

Expected Outcome
Adopt or adapt change?

Now what? How will you use the results to support change?

10. Take Action
Ask: Are you solving the right problem?

10. Take Action
Implement new change (process) as standard work

Design next change
Based on this outcome

PRHI