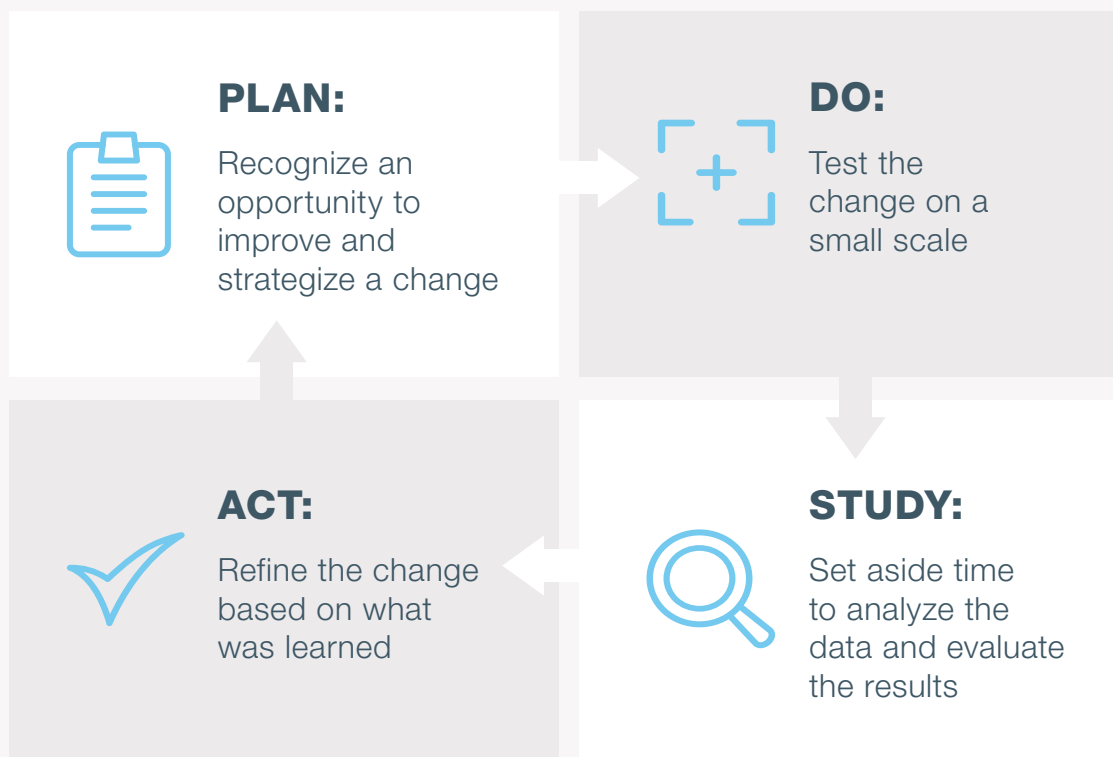


# How PDSA Cycles Can Help Redesign Your Practice's Workflow

Changing a clinical workflow can be a stressful and complex undertaking, but the Plan-Do-Study-Act approach can make the process easier and more productive for both leaders and staff. Along with other insight and guidance, the U.S. Agency for Healthcare Research & Quality (AHRQ) offers a helpful snapshot of the PDSA process in its *Practice Facilitation Handbook*.

## STEP 1

### ESTABLISH A 'PDSA' CYCLE











## STEP 2

## STEP 3

STEP  
**2**

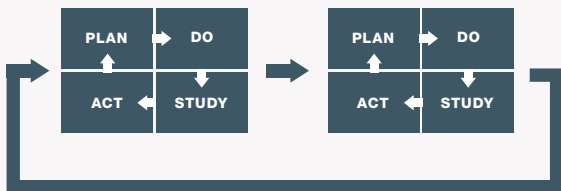
PLAN YOUR REDESIGN

-  **1** Honestly assess the problems of current workflow
-  **2** Identify all critical steps (and eliminate redundancies!)
-  **3** Consider removing any process that relies on memory
-  **4** Create a fail-safe mechanism
-  **5** Assess the skills necessary for high performance
-  **6** Consider the use of technology
-  **7** Think outside of the box
-  **8** Study other standout workflows



STEP  
**3**

ONCE YOUR PLAN IS IN PLACE...



Execute change on a small scale to see if it is effective before incorporating into the larger structure.



Continue to refine the change and look for other opportunities to improve your practice's workflow.