

Testing Change: Plan Do Check Act

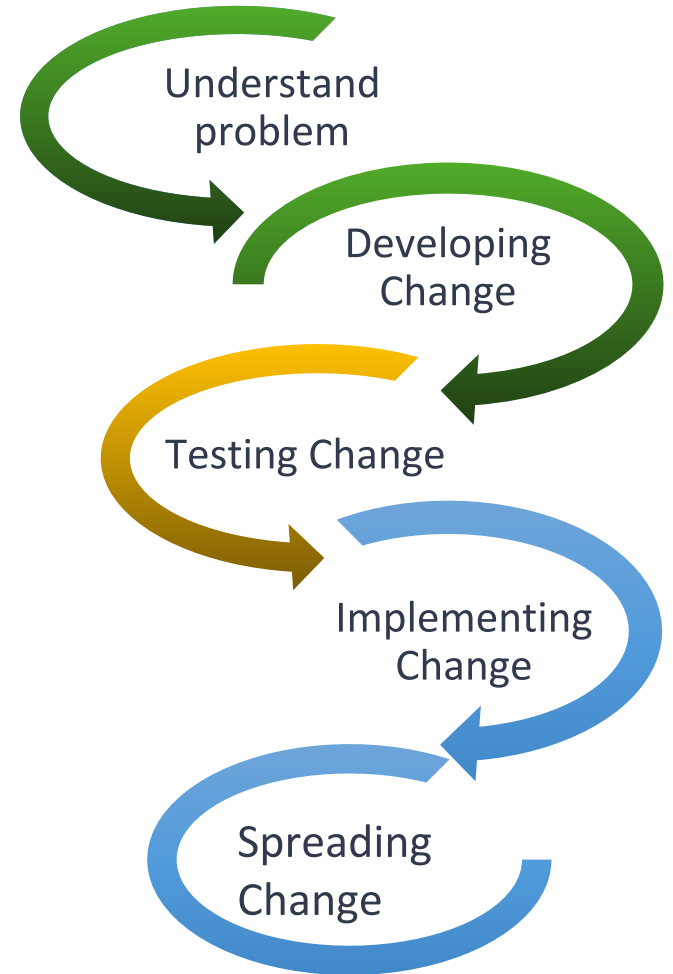
iGunatmac-JSS

A dark blue diagonal gradient bar that starts from the bottom left corner and extends towards the top right corner, covering the lower half of the slide.

Recap: Life cycle of a change

By now, you have

1. Understood the problem
2. Developed ideas for change



RECAP

Step 1: Understand the problem

1. Create a list of possible problems
 1. Assessment
 2. Interviews
 3. Indicators and data
2. Understand the problem
3. Root cause analysis - Cause and effect diagram (Fishbone, 5WHY)

RECAP

Step 2: Develop the change

1. Rank and select solution(s) from the list : Priority matrix
2. State the specific goal(s) of the project - SMART Objective

Step 3: Test the change

PDCA



What is PDCA

- यह समस्या समाधान के लिए एक रूपरेखा है

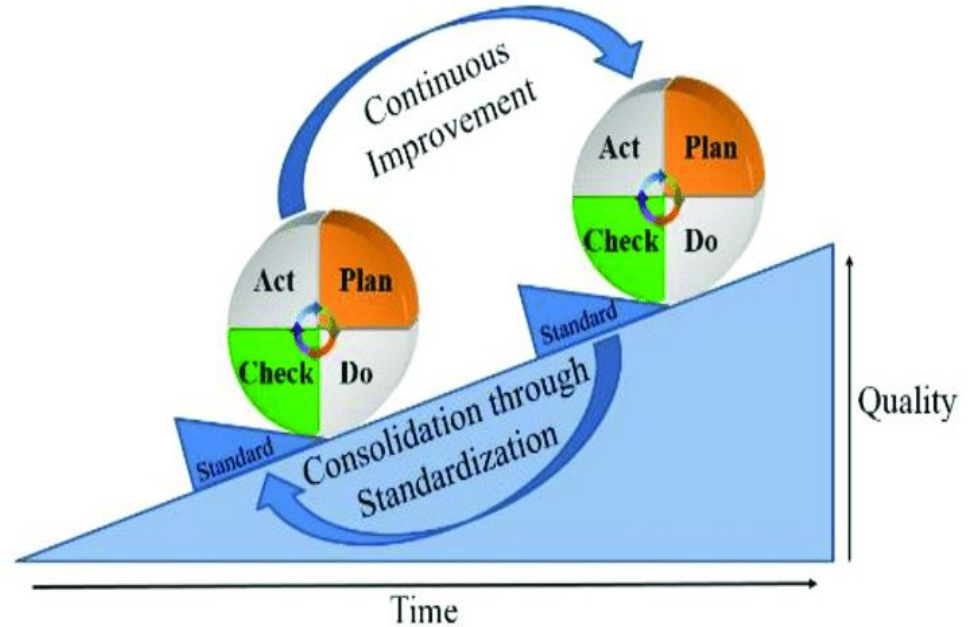
It is a framework for problem solving

- इस उपकरण का आधार दुहराव है

The basis of this tool is the repetition.

- यह उन प्रक्रियाओं के क्रमिक रूप से लागू किया जाता है जो लगातार सुधार करना चाहते हैं।

It is applied successively to the processes that seek to improve continuously.



When to use it

- एक छोटी सी सेटिंग्स में कई समाधानों की खोज और परीक्षण के लिए

For exploring and testing multiple solutions in a small settings

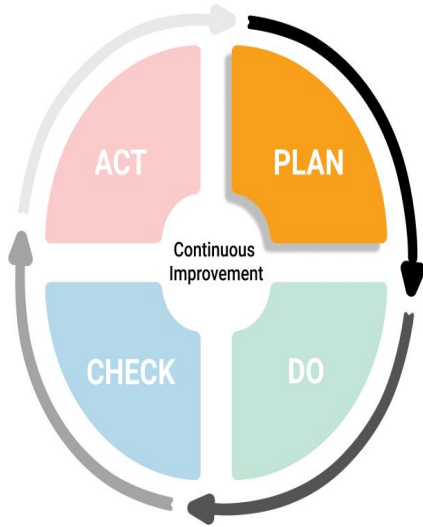
- बड़े पैमाने पर अप्रभावी समाधानों को लागू और अपनाने से बचने के लिए

For avoiding waste by catching and adapting ineffective solutions before rolling them out on a large scale

- परिवर्तन को लागू करने और निरंतर सुधार के लिए

For Implementing change and continuous improvement

How to use it

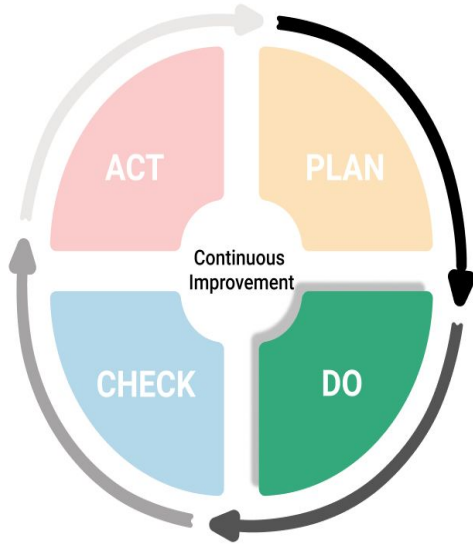


Plan the test, including a plan for collecting data.

- State the question you want to answer and make a prediction about what you think will happen.
- Develop a plan to test the change. (Who? What? When? Where?)
- Identify what data you will need to collect.

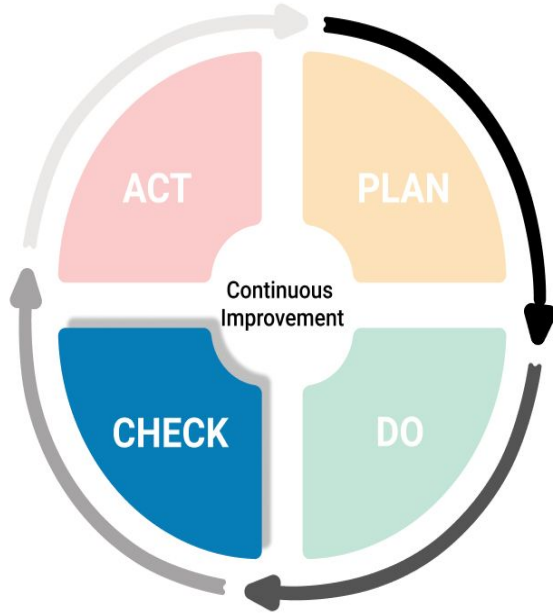
Questions to ask while planning

- What is the core problem we need to solve?
- What resources do we need?
- What resources do we have?
- What are some viable solutions?
- What are the measures of success?
- How will the results from a small trial translate to a full-scale implementation?



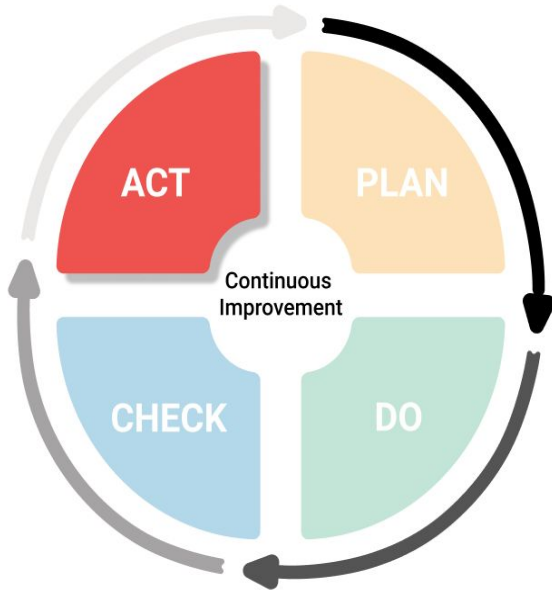
DO: Run the test on a small scale.

- Carry out the test.
- Document problems and unexpected observations.
- Collect and begin to analyze the data.



Check: Analyze the results and compare them to your predictions.

- Complete, as a team, if possible, your analysis of the data.
- Compare the data to your prediction.
- Summarize and reflect on what you learned.



Act: Based on what you learned from the test, make a plan for your next step.

- Adapt (make modifications and run another test), adopt (test the change on a larger scale), or abandon (don't do another test on this change idea).
- Prepare a plan for the next PDSA.

Benefits of PDCA

- त्रुटि को कम करता है

Reduces error

- आश्चर्य को रोकता है

Prevents shock/ surprises

- समस्याओं की पहचान करता है

Identifies problems

- निरंतर परीक्षण

Continuous testing

EXAMPLE

To improve the washroom cleanliness attribute of patient satisfaction survey by training the staff the cleaning staff .

सफाई कर्मचारियों को प्रशिक्षित करके रोगी संतुष्टि सर्वेक्षण के वॉशरूम स्वच्छता विशेषता में सुधार करना।

References

<https://www.siteware.co/en/methodologies/what-is-the-pdca-cycle/>

https://www.researchgate.net/publication/318743952_Application_of_Plan-Do-Check-Act_Cycle_For_Quality_And_Productivity_Improvement-A_Review

https://www.mindtools.com/pages/article/newPPM_89.htm

Thank You