|  |  |
| --- | --- |
| **Project Summary** | |
| **Gap (Problem) Statement (15 words or less)** | Sample rejection rate too high |
| **Aim Statement** | Increase/Decrease \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(metric) from \_\_\_\_\_\_ (baseline) to \_\_\_\_\_\_\_(target) by \_\_\_\_\_\_\_\_\_\_\_\_\_(date). |
| **Metric** | **Numerator =**  **Denominator =** |
| **Intervention tested** |  |

**I. Define and understand the problem to identify the root cause.**

**A. Collect baseline data/information:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Data to be collected** | **Method of collection** | **Over What period of time** | **Tools to use (forms or checklist)** | **Person responsible** | **Due date** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
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|  |  |  |  |  |  |

**B. Analyze the baseline data:**

What is wrong? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Where is it happening? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

When is it happening? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Who is involved? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**C. Identify root cause (**Use Process Map and Tools for Analysis)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**II. Identify possible changes/interventions:**

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**III. Select the change/intervention that you want to test using PDSA:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**PDSA: Test the Change/Intervention**

**PLAN**

**I. List the tasks needed to set up this test of change. Add more rows if necessary.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Action item** | **Where** | **Responsible Person** | **Timeline** |
|  |  |  |  |
|  |  |  |  |

**II. [OPTIONAL] Select additional metrics to monitor effectiveness of implemented actions**.

**Process Measure:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Balancing Measure:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**III. Data Collection Plan**

How will the data be collected?

Who is responsible for collecting data?

What are the tools/forms/checklists to be used?

How often will the data be collected?

How often will the data be reviewed?

How often will the data be analyzed to monitor effectiveness of implemented actions? \_\_\_\_\_\_\_\_\_

**DO: Run the test of change in a small scale**

**Implement Action Plan**

1. **Collect data on element to be measured** (to be done throughout the implementation period)

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Summary of data collected on element to be measured** | | | | | | | | | |
| Date of Review |  |  |  |  |  |  |  |  |  |
| Results |  |  |  |  |  |  |  |  |  |

Depending on the element measured, results may be presented in a different format than table above e.g. before and after pictures.

1. **Display data in Run Chart**
2. **Monitor how the plan is being executed. Add more rows if necessary.**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Action item** | **Responsible Person** | **Timeline** | **Action Plan review** | | | **COMMENTS** |
| **R 1** | **R 2** | **R 3** |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

1. **Document problems and unexpected observations**

**STUDY: Analyze the results and compare them to your aim.**

**Describe the measured results and how they compare to the aim?**

**Summarized the result of the tested change/intervention**:

**ACT:**

* Adopt (It worked! Let’s test it on a larger scale.)

Explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Adapt (It needs modification.)

Explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Abandon (it did not work!)

Explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Note: After you have a change that results in improvement under many conditions, the logical next step is to implement it — meaning, make the change the new standard process in one defined setting, communicate to all stakeholders and train staff if necessary.

**PLAN-DO-STUDY-ACT (Next Cycle)**

**Plan & implement cycle II of the improvement project**:

Proposed date to begin Cycle II of improvement project

Signature of Reviewer Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Laboratory Director Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_