

A Model for Learning and Change

When you
combine
the 3
questions
with the...

PDSA cycle,
you get...

Model for Improvement



...the Model
for
Improvement.

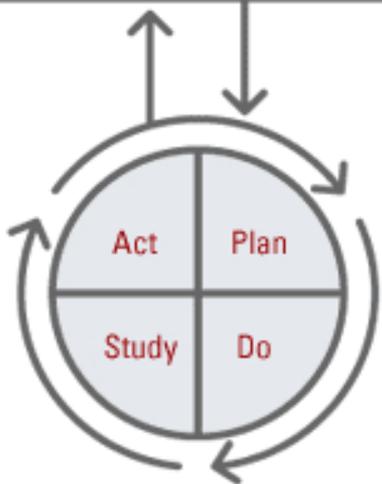
Langley, et al, *The Improvement Guide*, 2009



Model for Improvement

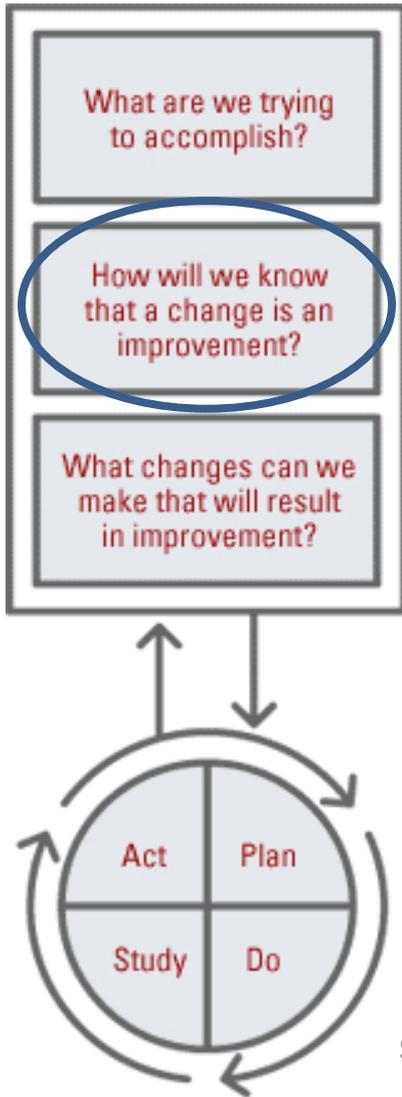


Question #1: What are we trying to accomplish?

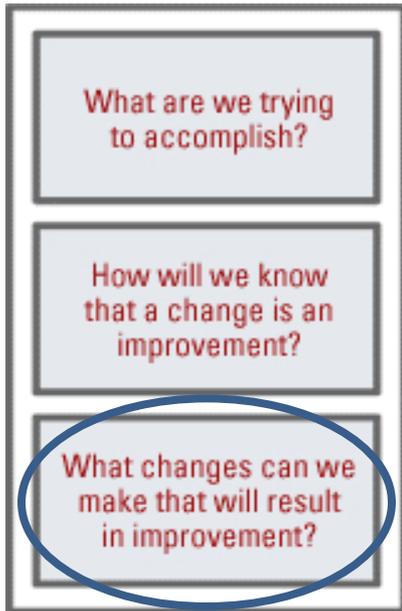


Model for Improvement

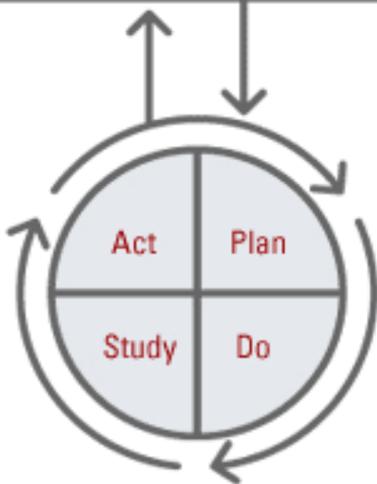
Question #2: How will we know that a change is an improvement?



Model for Improvement

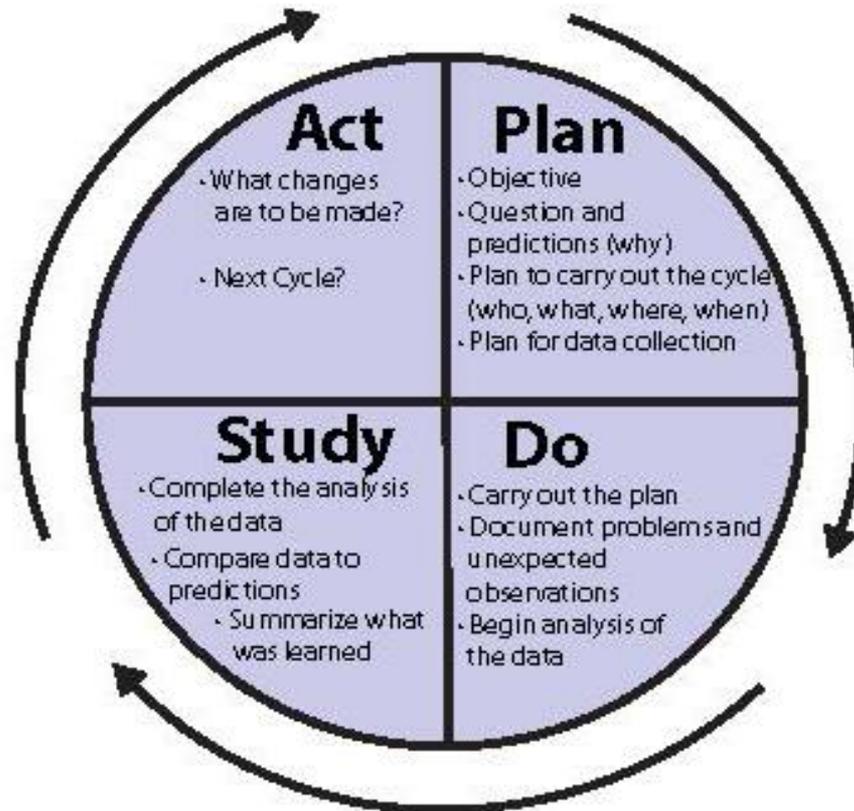


Question #3: What changes can we make that will result in improvement?



Plan, Do, Study, Act Cycle

The PDSA Cycle for Learning and Improving



For More Information and Additional PDSA Examples:

- **The Improvement Guide: A Practical Approach to Enhancing Organizational Performance (2nd Edition)** Langley GL, Moen R, Nolan KM, Nolan TW, Norman CL, Provost LP San Francisco, California, USA: Jossey-Bass Publishers; 2009.
- Institute for Healthcare Improvement: Science for Improvement on a Whiteboard Series
<http://www.ihp.org/education/IHIOpenSchool/resources/Pages/BobLloydWhiteboard.aspx>
- Video: The Domestic Lean Goddess – Getting the Kids to School on Time PDSA https://www.youtube.com/watch?v=jsp-19o_5vU