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Quality Improvement Culture: How to Continue Evaluation Through the Plan Do Check Act Approach

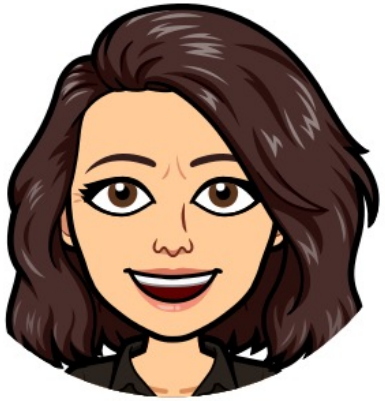
Cody Blankenship, CCRP
Oregon Health & Science University

Learning Objectives

1. Identify the 4 phases of the PDCA cycle

2. List different tools to help with the PDCA cycle

Introduction



Cody Blankenship

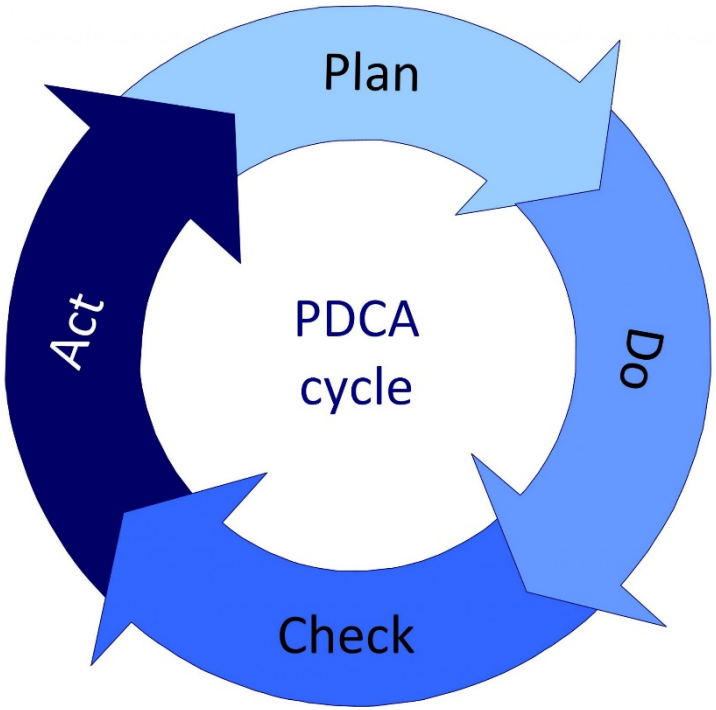
Community Health

Program Manager

Regulatory Program Manager

Wannabe Betty Crocker

What is the PDCA cycle used for?



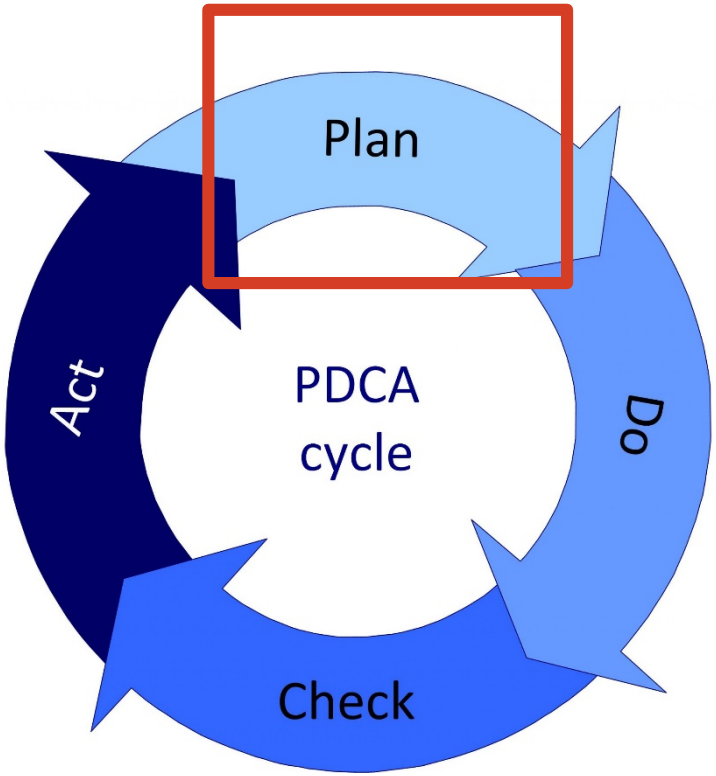
- PDSA
- Improvement of processes
- Pilot testing
- Hypothesis testing
- Continuous improvement

Breaking it down

Breaking it down

PLAN

- Recognize an opportunity and plan a change
- Come up with goals and objectives



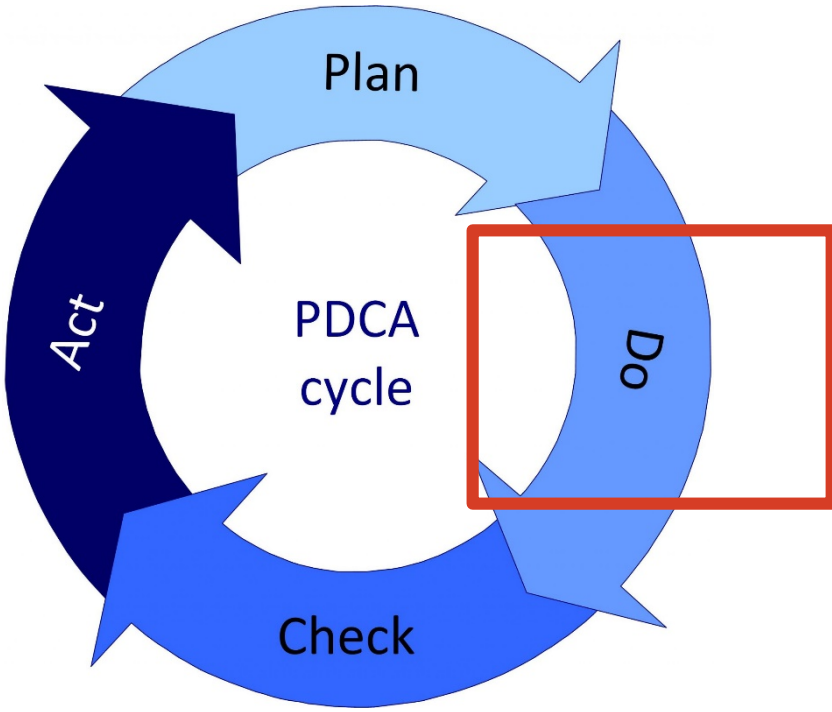
Breaking it down

PLAN

Breaking it down

DO

- Bringing it to life
- Implement your plan
- Putting it into action
- Test the change
- Carry out a **small scale** activity



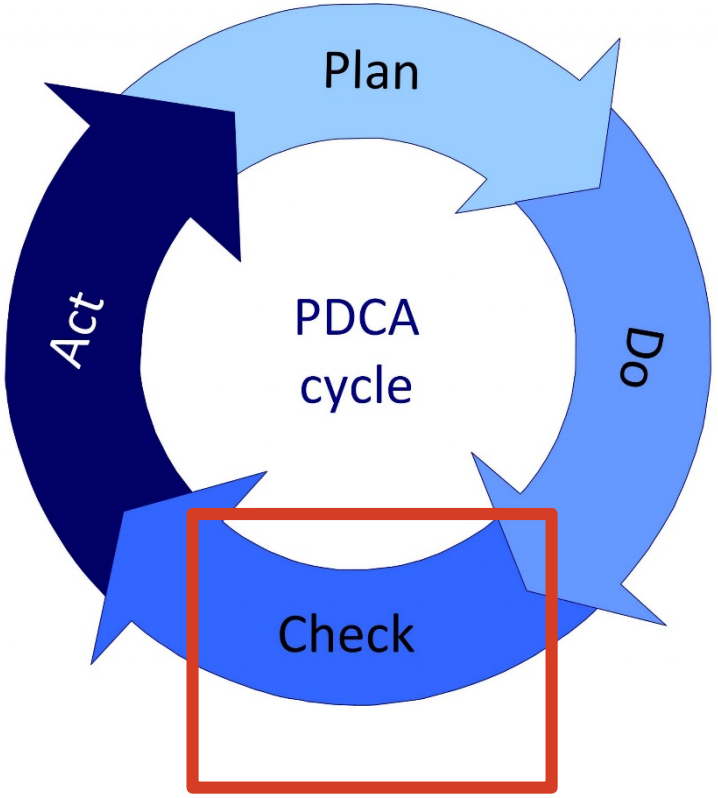
Breaking it down

DO

Breaking it down

CHECK

- Did your objective get met?
- Check your results
- Review your test
- Do you need to refine?
- Identify what you learned
- Ask the 5 why's



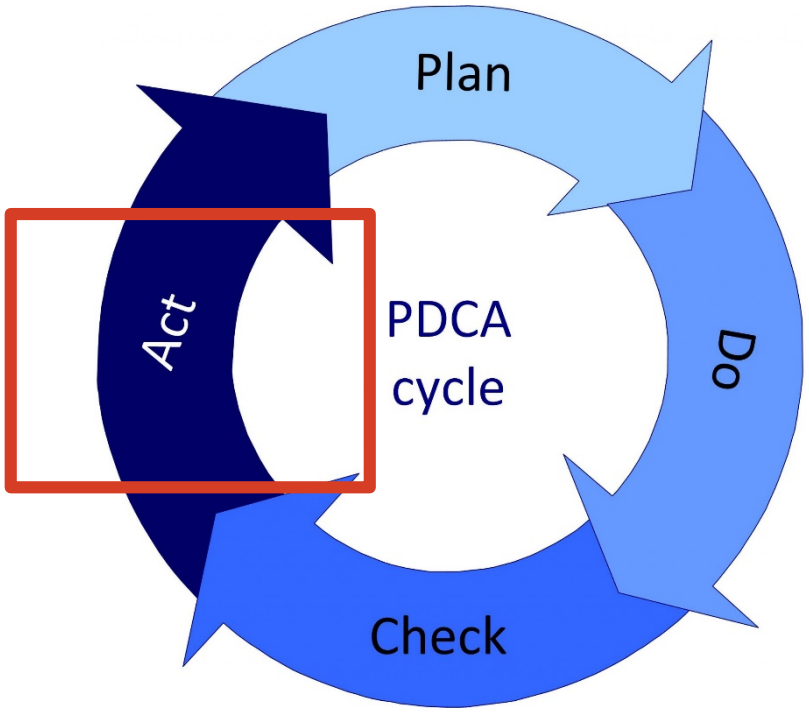
Breaking it down

CHECK

Breaking it down

ACT

- Acting upon the results of what you found when you checked how you did
- If the change didn't work, go through the cycle again with a different plan



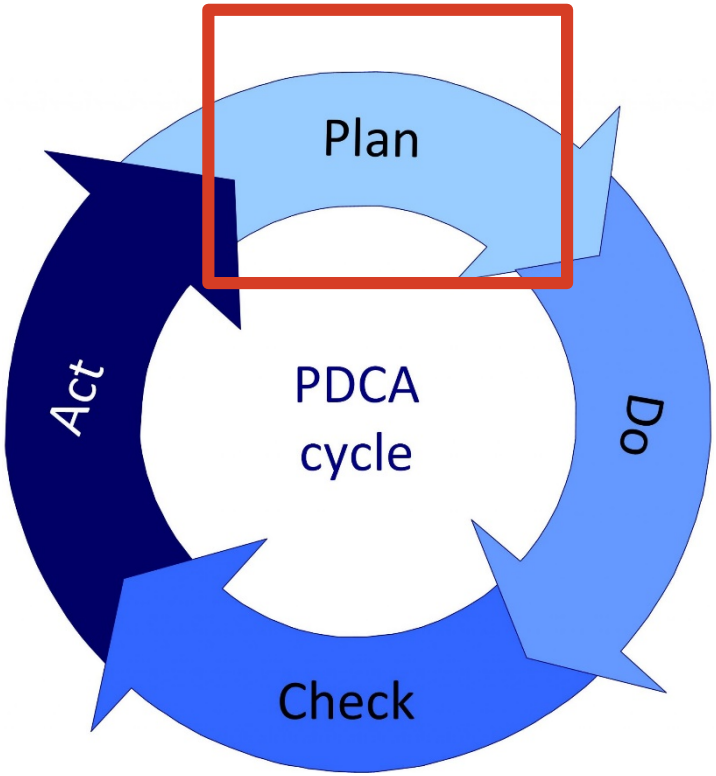
Breaking it down

ACT

Putting PDCA Into Action

My Experience

- Situation: Increasing investigator involvement in regulatory compliance



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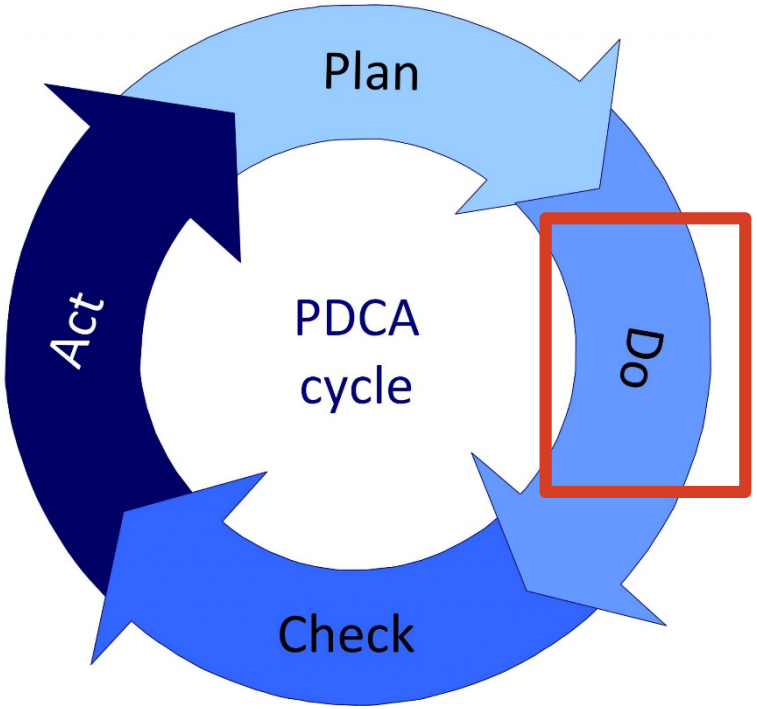

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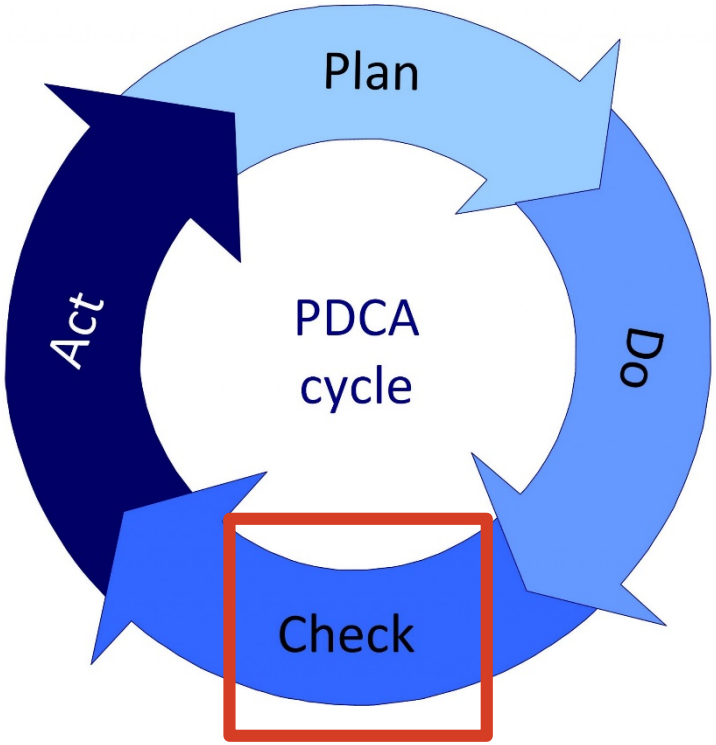

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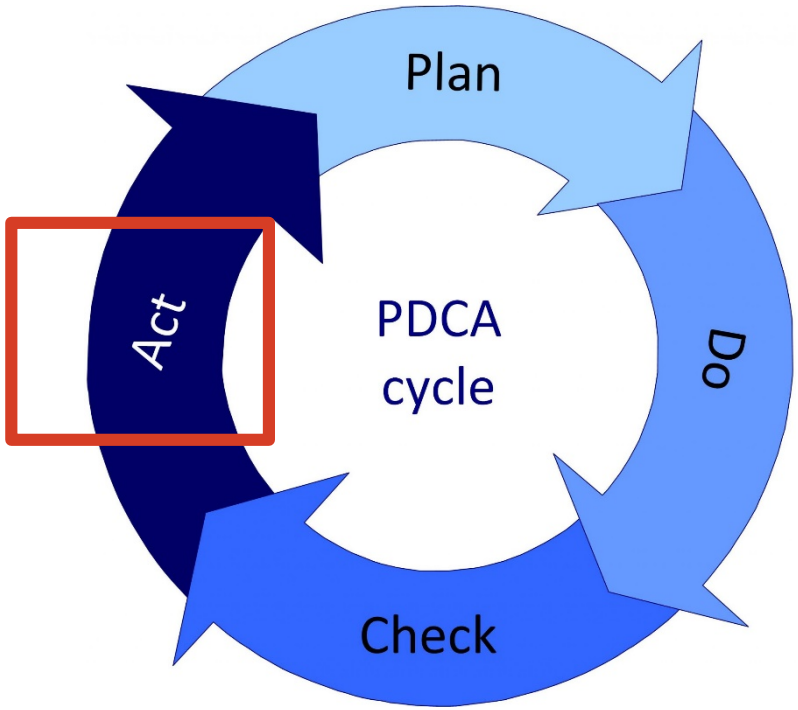
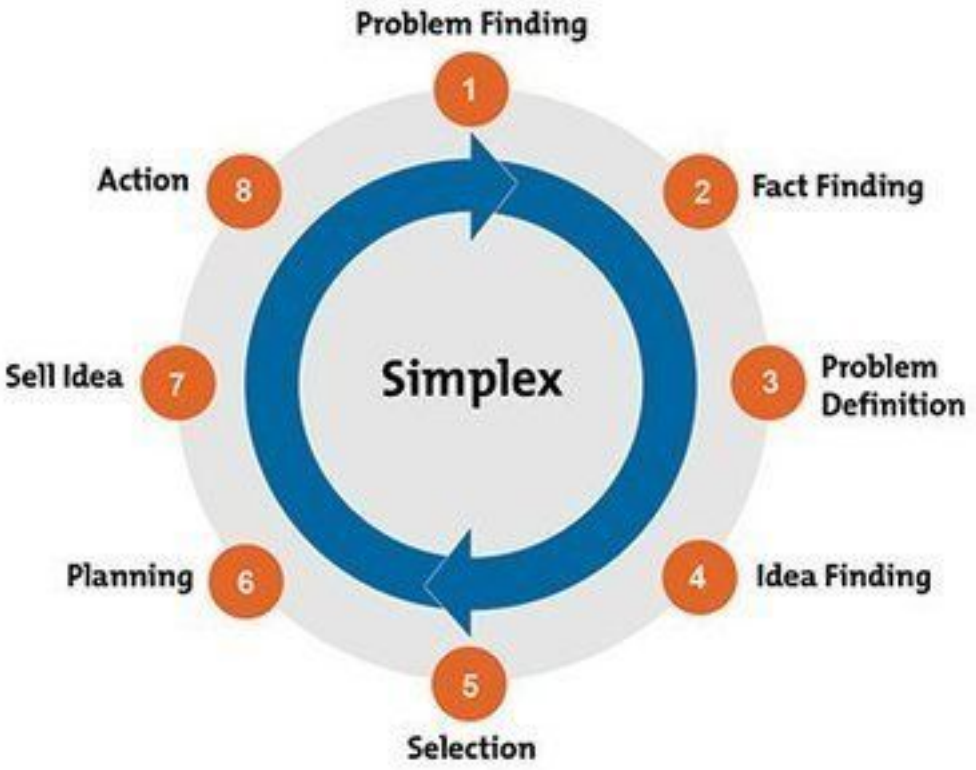


Tools to Implement

TOOLS

- **Simplex Process**
- SMART
- Logic Model
- Run Charts
- 5 whys



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Example 1: Investigators attend meetings to prove compliance

Example 2: In 2020, 30% of investigators attend meetings to prove compliance

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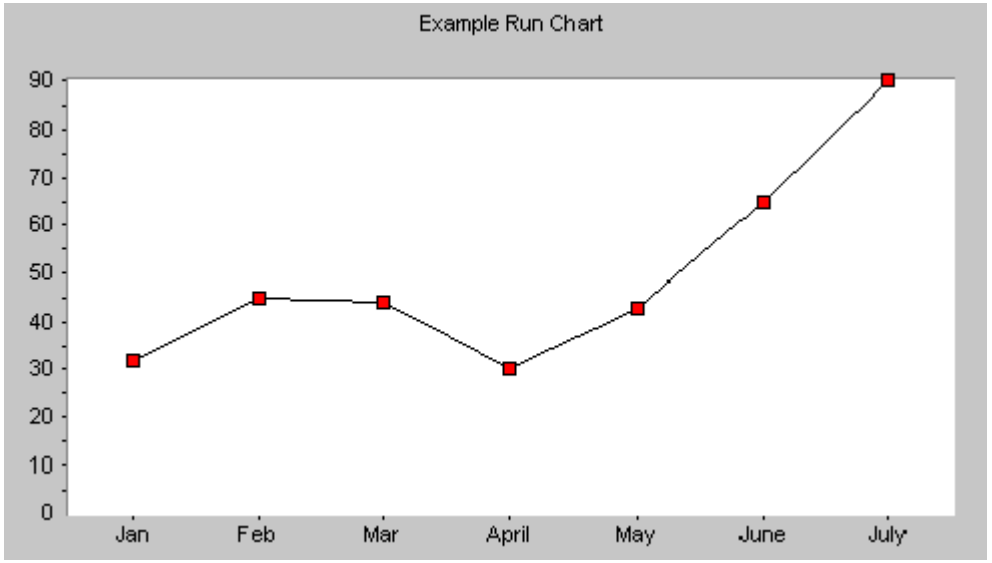

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- **5 whys**

Example: Why do we need to improve our feasibility workflow?

Why?

Why?

Why?

Why?

Implementation

Group Activity

It's your turn to go through the PDCA cycle!

Example Questions

- How do we get investigators to maintain regulatory compliance?
- What is the best start-up process for our team?
- How best to gauge feasibility for new studies?
- Ensuring all data points are collected in a timely manner

Group Shareout

What we learned?

Questions?

References

https://theleanway.net/the-continuous-improvement-cycle-pdca

https://www.heflo.com/blog/pdca/pdca-concept/

https://www.mindtools.com/pages/article/newCT_10.htm

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