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

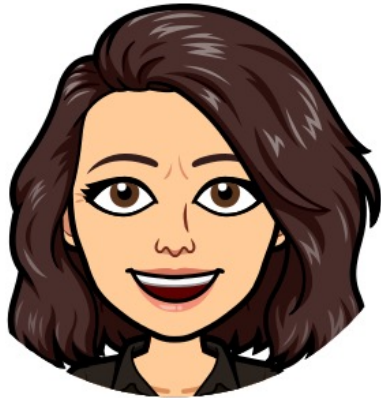


Cody Blankenship, CCRP  
Oregon Health & Science University

## Learning Objectives

- 1 Identify the 4 phases of the PDCA cycle
- 2 List different tools to help with the PDCA cycle

# Introduction



**Community  
Health**

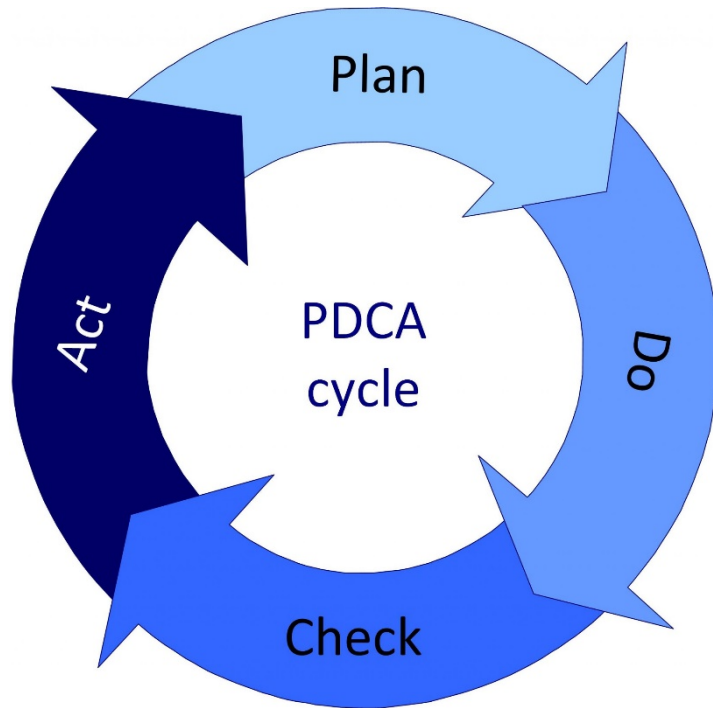
**Program  
Manager**

**Regulatory  
Program Manager**

**Wannabe Betty  
Crocker**

**Cody Blankenship**

# What is the PDCA cycle used for?



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

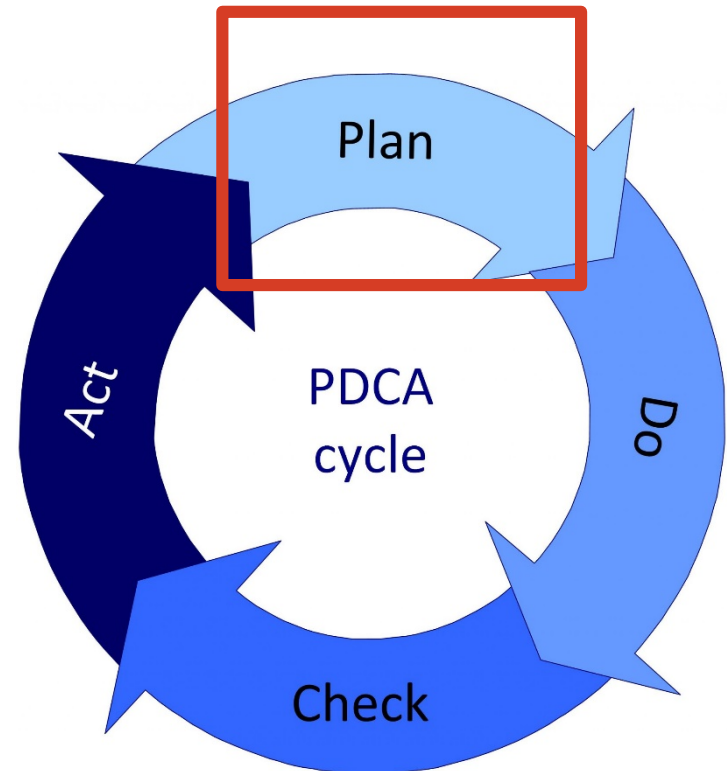
# Breaking it down



# Breaking it down

## PLAN

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



# Breaking it down

## PLAN

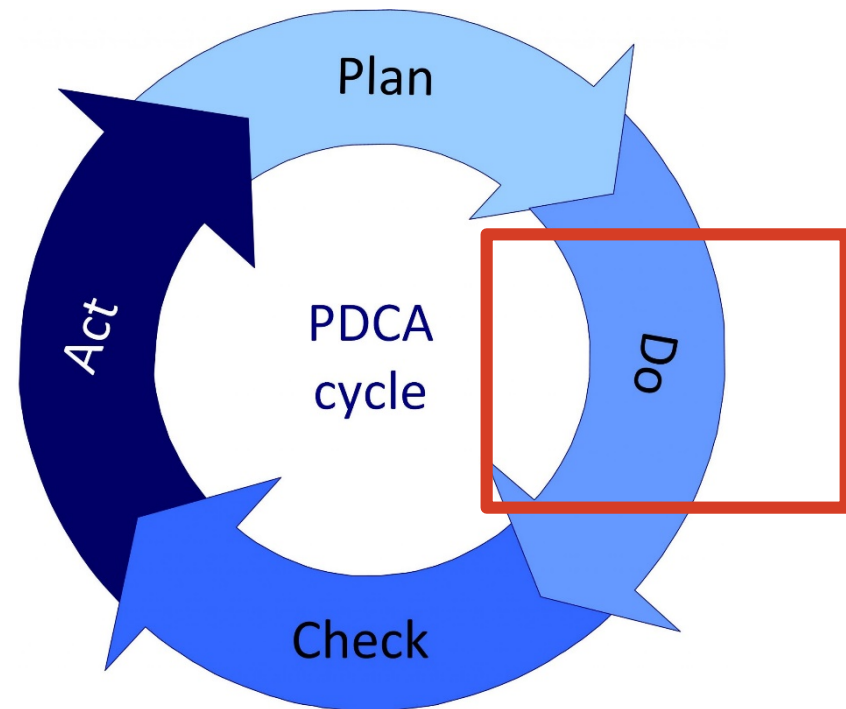
A word cloud of research-related terms in blue and green. The words are arranged in a roughly rectangular shape. The words include: HYPOTHESIS, DATA, PAST, METHODOLOGY, RESULTS, OBJECTIVES, WHY, SOLUTION, GATHERING, GOALS, RESEARCH, and DIRECTIONS/FUTURE.



# 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

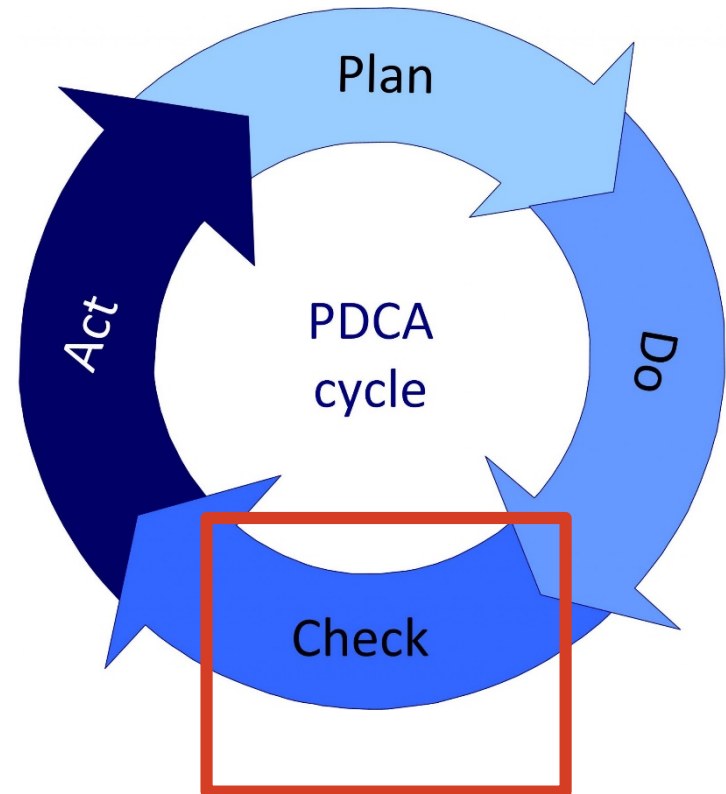
DO

EXECUTE RECORD  
MEASURE TEST CHANGE  
IMPLEMENT  
DEVELOP PILOT  
SOLUTION  
EFFECTIVENESS

# 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

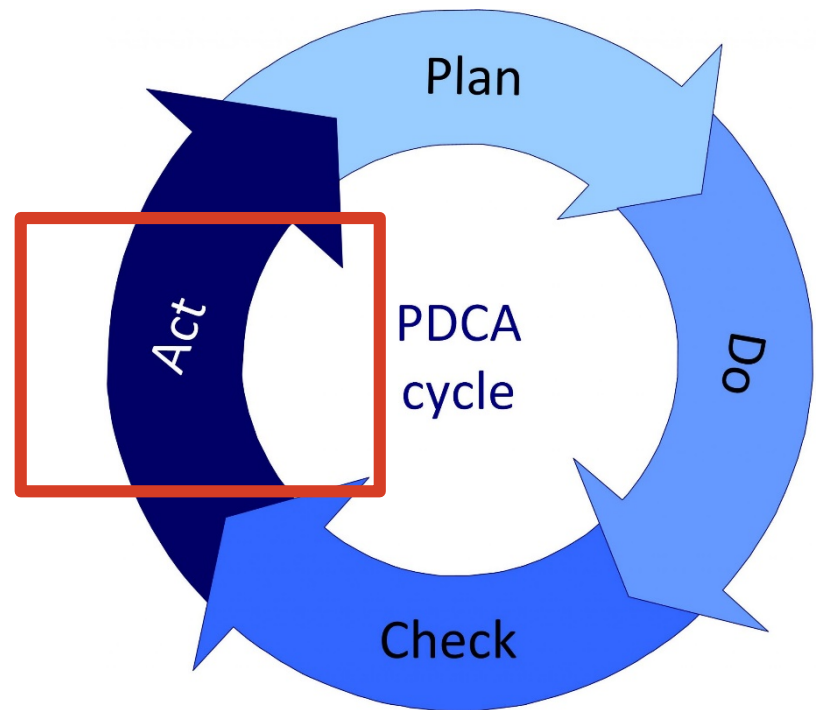
## CHECK

**IMPROVE**  
**AFTER** **WHY** **BEFORE**  
**REVIEW**  
**COMPARE**  
**REFINE**  
**PRACTICE**

# 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

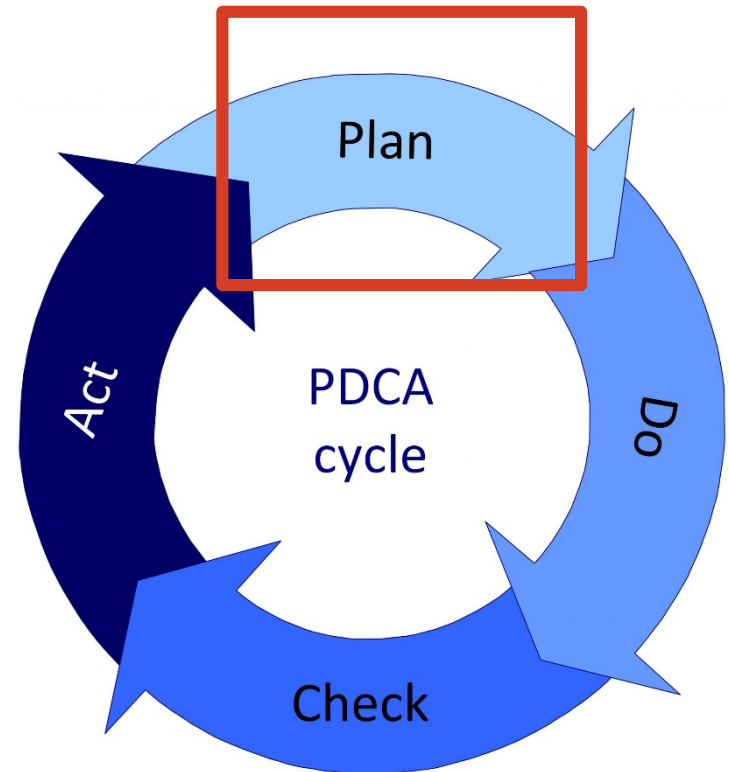
ACT

**PROCESSES**  
**RECOMMENDATIONS**  
**FUTURE**  
**INFORM REPEAT**  
**RESULTS**  
**IMPROVEMENT**  
**IMPLEMENTATION**

# Putting PDCA Into Action

## My Experience

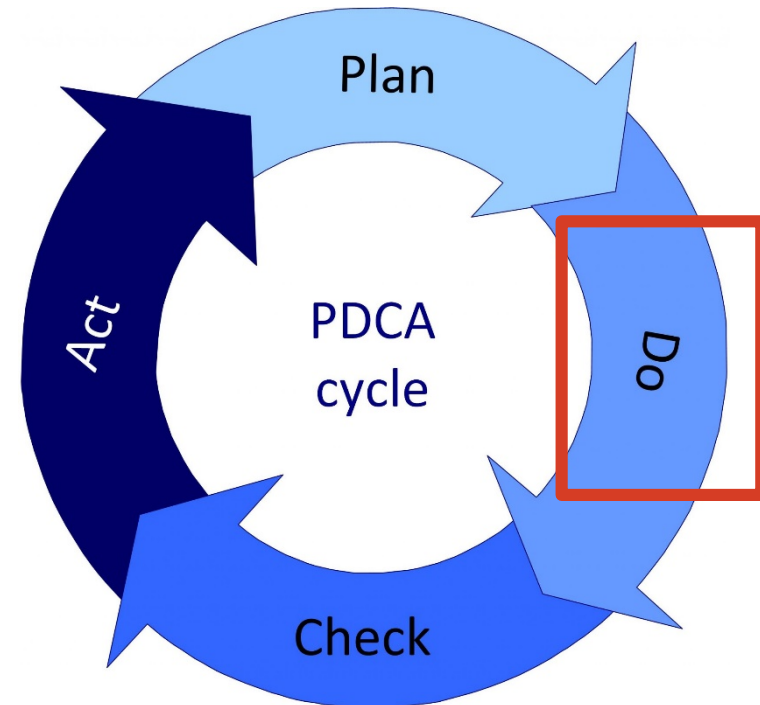
- Situation: Increasing investigator involvement in regulatory compliance



# Putting PDCA Into Action

## My Experience

- Situation: Increasing investigator involvement in regulatory compliance

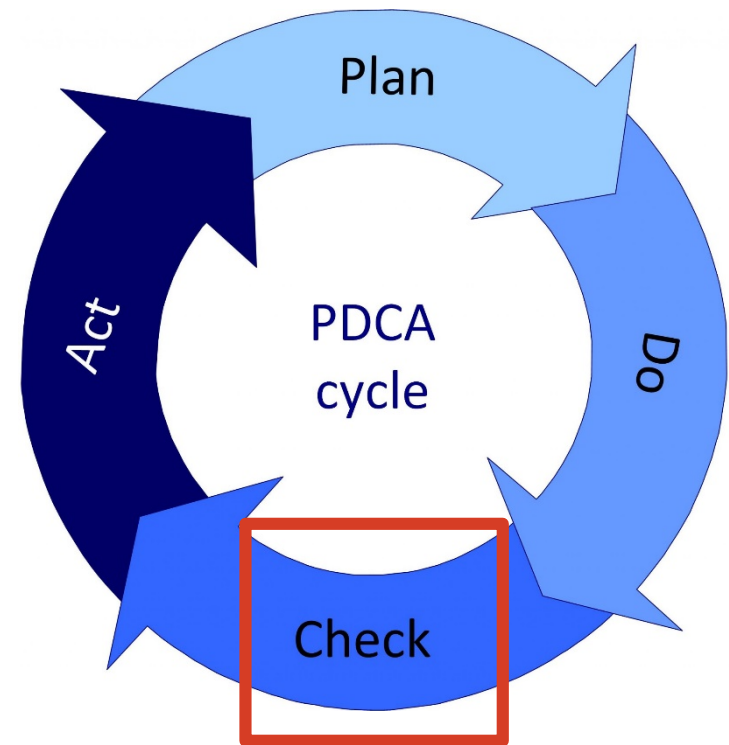




# Putting PDCA Into Action

## My Experience

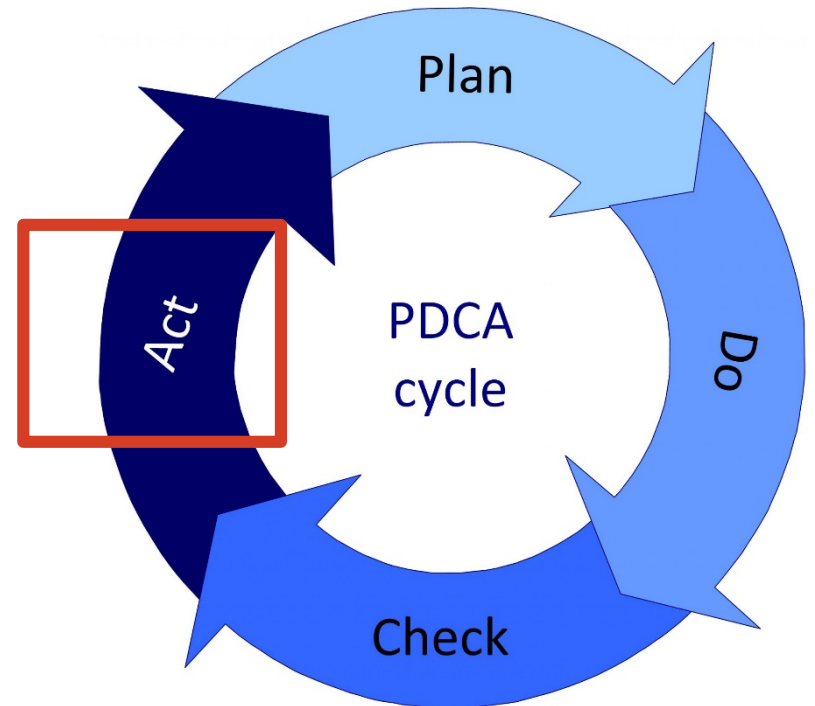
- Situation: Increasing investigator involvement in regulatory compliance



# Putting PDCA Into Action

## My Experience

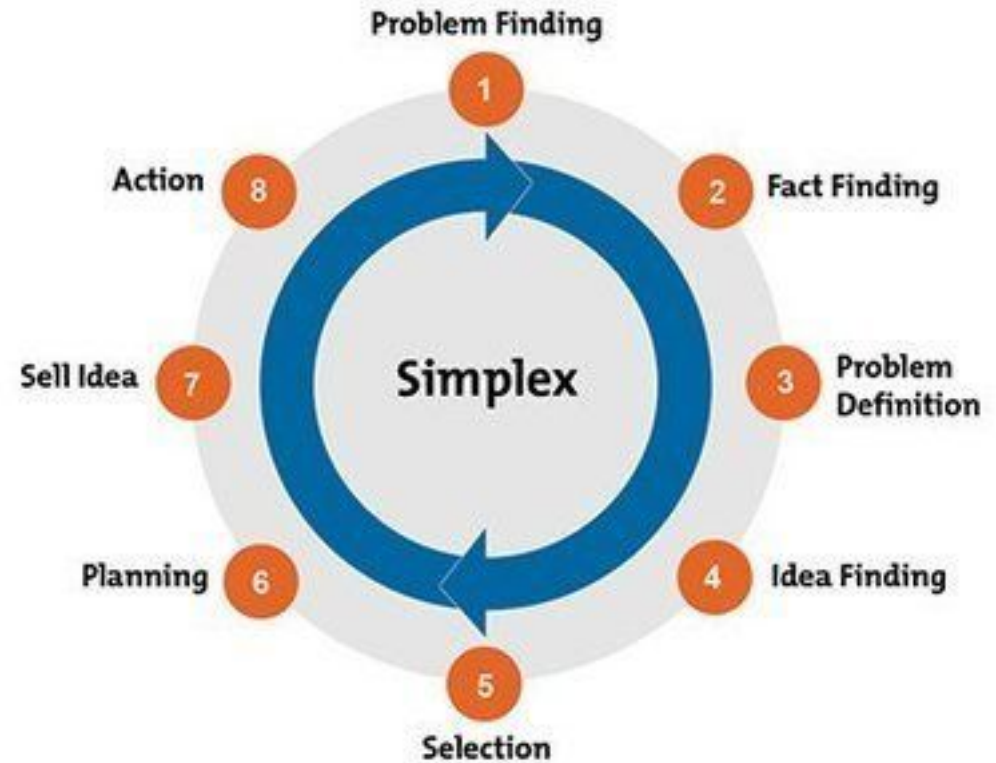
- Situation: Increasing investigator involvement in regulatory compliance



# Tools to Implement

## TOOLS

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



# Tools to Implement

## TOOLS

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



Example 1: Investigators attend meetings to prove compliance

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

# Tools to Implement

## TOOLS

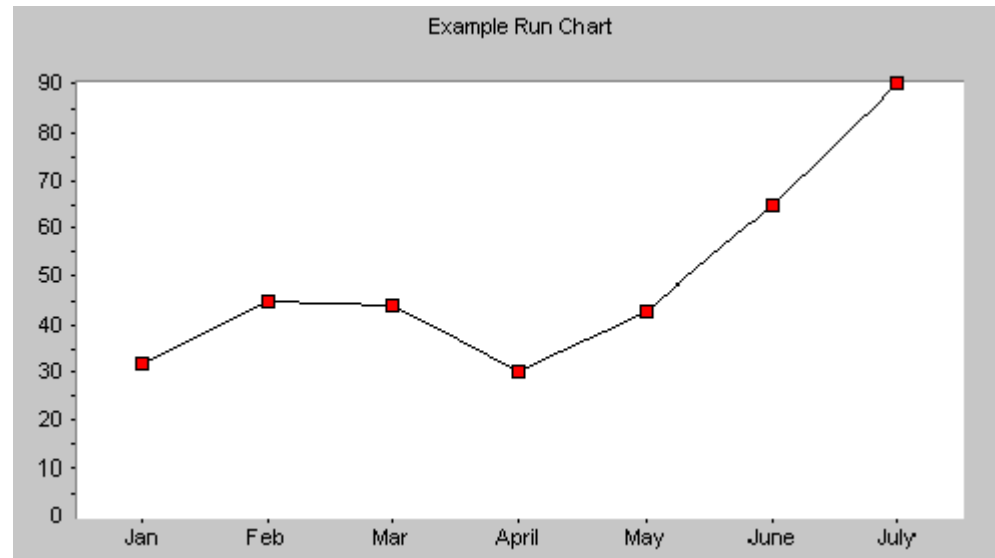
- Simplex Process
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# Tools to Implement

## TOOLS

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# Tools to Implement

## TOOLS

- Simplex Process
- SMART
- Logic Model
- Run Charts
- **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?





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**Questions?**

## References

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

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