

QUICK GUIDE: QI Project Steps

Form a QI Project Team to work through the following QI process:

STEPS & KEY ACTIVITIES	COMMON QI TOOLS (see QI Toolbox on DPH Intranet for details)
Q1: What are we trying to accomplish? <ul style="list-style-type: none"> Identify the problem Write an AIM Statement 	<ul style="list-style-type: none"> PDSA Worksheet
Q2: How will we know that a change is an improvement? <ul style="list-style-type: none"> Decide what to measure Baseline data and source? 	
Q3: What change can we make that will result in improvement? <ul style="list-style-type: none"> Examine your current process Identify root causes Identify potential strategies Select a strategy to test 	<ul style="list-style-type: none"> Process maps, Waste walk Fishbone diagram & 5 Why's Brainstorm & Affinity Diagram Prioritization Tool
PLAN <ul style="list-style-type: none"> Develop a SMART goal Develop an action plan: <ul style="list-style-type: none"> ➤ What will be tested? ➤ Who is responsible for which items? ➤ What data needs to be collected? 	
DO <ul style="list-style-type: none"> Carry out the plan on a small scale Collect data Collect observations & lessons learned 	<ul style="list-style-type: none"> Data collection sheet
STUDY <ul style="list-style-type: none"> Analyze data & compare results to baseline data, AIM statement, and SMART goal. Was there an improvement? Lessons learned? 	<ul style="list-style-type: none"> Run charts Revised Process map
ACT <ul style="list-style-type: none"> Next steps? <ul style="list-style-type: none"> Adopt (standardize changes and/or spread to wider scale) Adapt (adjust and test again) Abandon (consider lessons learned; try a different strategy) 	<ul style="list-style-type: none"> Sustain Plan
Next Steps <ul style="list-style-type: none"> Celebrate your success! Monitor results to sustain progress Display your project in a "Storyboard" 	<ul style="list-style-type: none"> Control chart Storyboard