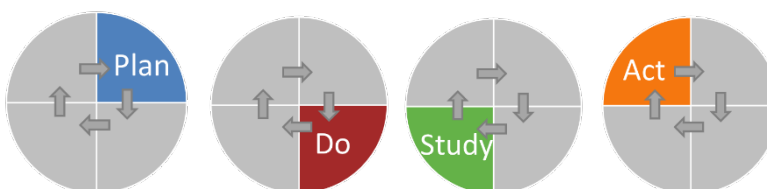


PLAN-DO-STUDY-ACT (PDSA) CRITICAL QUESTIONS



PLAN

1. What is your Goal?
2. What will you test and how will you test it?
3. What questions are you trying to answer with this test?
4. What do you expect will happen and why?
5. How will you measure the results of this test?
6. What data will you need to collect?
7. Where will you collect the data? (What service/ clients?)
8. When will you collect the data? (Start and stop date?)
9. How will you collect the data?
10. Who will collect the data?

DO

1. What are you learning as you go?
2. What is going well?
3. What problems have you had with the test?
4. What has surprised you?
5. What problems have you had collecting data?
6. What is the data showing?

STUDY

1. What does the data tell you?
2. What issues arose during the Do phase?
3. How do the results compare to your prediction?
4. What have you learned?

ACT

1. What did you learn from the study?
2. Did you experience problems?
3. Did you achieve your goal? (In part? In full?)
4. If full achievement, are you ready to **adopt**?
5. If partial, are you ready to **adapt**? (Next cycle ideas?)
6. If failed, are you ready to **abandon**? (Consider a different test?)