

Plan Do Study Act Cycle: Learning and Improving

Sample Scenario

Once the Needs Assessment team has selected priorities, set targets, and selected innovations to address each priority, they might choose to run a Plan, Do, Study, Act Cycle. For example, the team could choose to focus on one National Performance Measure (NPM), such as: *increase the percent of infants who are ever breastfed*. A key innovation identified to achieve this goal is: *advocate among the business community to adopt breastfeeding-friendly policies and practices by supporting use of breastfeeding-friendly designations*.

The workgroup leading this NPM should have representation from diverse stakeholders including several key business leaders. All stakeholders should be supportive of creating breastfeeding-friendly designations. However, there may be concerns about resistance from others to adopt the policies and practices. The needs assessment team could use the Plan, Do, Study, Act Cycle to test the policies and practices on a small scale, so they can learn and adapt before trying to spread to all business within the community.

USING THE TOOL

During the internal workgroup meeting:

- The workgroup identifies key policies and practices that will support breastfeeding-friendly designations and prioritizes key practices they will test in the next month. One key practice to test is providing access to a private room for nursing. A business owner from the workgroup volunteers to test this practice within their café.
- Together the workgroup completes a Plan Do Study Act cycle form to clarify how the test will be carried out and how data will be collected to learn. (*See completed form below*).
- The workgroup schedules a follow-up call to study the result of the test.

USING THE INFORMATION TO INFORM NEXT STEPS

After testing the practice within the local café the workgroup meets to study the results of the test.

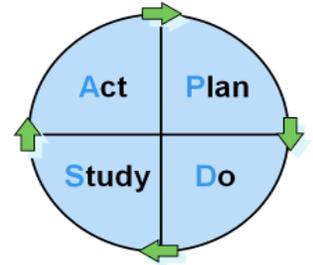
Based on data collected during the test, the workgroup identifies the following next steps:

- Adapt the practice and continue to test, collect feedback, and adapt over the next two weeks.
- Schedule a workgroup call to discuss the results of the test. If the local café owner feels confident in the process they are using to create access to a nursing room, the workgroup will develop a plan to spread the practice to other business owners in their community.
- The workgroup will identify additional policies and practices related to breastfeeding designation and continue to use the PDSA cycle to test the policies and practices before wide-scale implementation.
- Lessons learned from all PDSA cycles will be used to create a “best practices toolkit” to inform other business owners of how to implement the policies and practices for breastfeeding-friendly designation.

PDSA Planning Form

Date: 12/18/17

Name of Test: Providing access to a private room for nursing within the local café



PLAN

Objective for this cycle (*What do you hope to learn?*)

Can we provide access to private room for nursing moms?

Specific questions to address:

1. What room will work best?
2. Will mothers use the room?
3. What does the process look like for providing access to the nursing room (e.g. how mothers gain access to the room, how it is cleaned/maintained, etc.)?
4. How will staff feel about providing access to the lactation room given their already busy schedule?

Predictions/Hypotheses

What do you think will happen when the test is done?

We will be successful in providing a room, but we will need to tweak our approach as we learn from our mothers and staff.

Plan

For test: *who, what, when, how, where*:

- **Who:** The local café owner.
- **What:** Provide access to a clean room with an electrical outlet and a chair (that isn't in the restroom)
- **When:** Next Tuesday at the café
- **Where and How:** The café will designate a room with a sign inviting mothers to use the room. The room will be locked and will require that staff give moms the key to the room. It will be tested for a ½ day.

For data collection: *who, what, when, how, how long*:

The café owner will ask staff to track the number of moms who request the key for the room. Staff will also ask moms for feedback on the room. Additionally, the café owner will ask staff how the room worked. This data will be collected for a ½ day while the room is being tested.

Helpful hints to completing the PDSA Cycle Tracking Form

DO Carry out the change/test.

- *Collect data.*
Several customers noticed the sign near the room and thanked staff for providing the room. Two moms asked to use the room during the ½ day test.

STUDY Analyze and summarize data (quantitative and qualitative)

- Overall staff felt the room worked well and it didn't take up a lot of their time to give moms the key to the room. Staff felt it would be helpful to have signage near the register to make mom's aware of the room. We also learned that different staff worked during the time we tested the room. We found that they were not aware that we had the room and they were not clear on the policies/procedures for using the room.
- Overall moms felt the room worked well. They suggested that we improve the signage on the room to provide better instructions on how they can gain access to the room. They also asked if an "in use" sign could be placed on the door to avoid interruptions.

ACT Document what was learned and plan next cycle

SHOULD WE ADAPT, ADOPT OR ABANDON?

Overall providing access to a room worked well. The room we chose was in the back of the café near the restrooms, which created easy access for moms. Although it worked well, based on the feedback we plan to test it again with the following adaptations:

- Hold a huddle with all employees to explain the purpose of the room and provide guidance on how to help mom's access the room. As we move to implementation, we will incorporate this into our policy manual and orientation plan.
- Additionally, new signage to "advertise" the room will be placed near the front register. We will continue to adapt the signage based on feedback from moms.
- Update the sign near the lactation room to provide better instructions on how to gain access to the room. Additionally, an "in use" sign will be hung on the door and can be easily flipped when the room is in use.

We will continue to collect feedback (from our staff, mom, customers) and count the number of moms who use the room. We will report continue to test and adapt and will report back our learnings to the MCH NPM Strategy workgroup in two weeks.