



Action Planning and Measuring Success

Why do we plan our action?

- To embed our learning and knowledge
- To test out our ideas
- To make sure we don't stop at talking.

Three Approaches which when combined ensure successful action



- 3 Fundamental Questions for improvement
- Mr Kipling
- Rapid Change Cycles

Three Fundamental Questions for Improvement



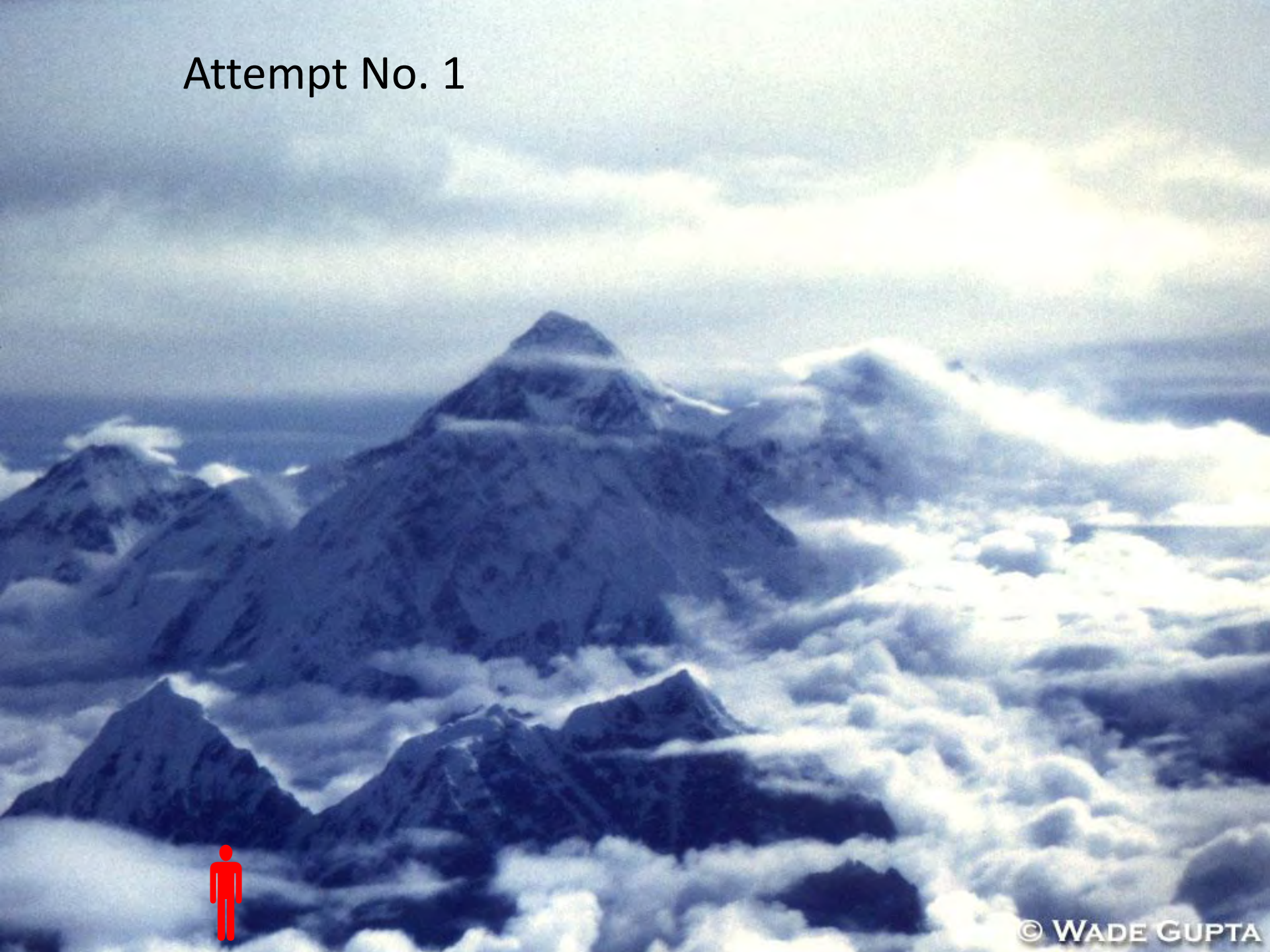
- What are you trying to achieve?
- How will you know you have achieved it?
- What changes do you need to make to bring about improvement? (Langley et al, 2009)

Climbing Mount Everest





Attempt No. 1





Attempt No. 2







Three Fundamental Questions for Improvement – Re-cap



Let's get better together

- What are you trying to achieve?
- **Climb Mount Everest**
- How will you know you have achieved it?
- **When I get there**
- What changes do you need to make to bring about improvement? (Langley et al, 2009)
- **Tried to hike, tried a mid-way base camp – Sherpa worked!**

Mr Kipling



***“ I had six honest
serving men they taught
me all I know, their
names are what and
when and where and
why and how and
who?”***

***From The Elephant's Child
Rudyard Kipling***

Mr Kipling – for Planning!

- What ?
- Where?
- When?
- Why ?
- How?
- Who?

Rapid Change Cycles/PDSAs

- A method of testing changes in a safe manner to realise improvements.
- Small – samples
- Quick to do
- Simple and easy

PDSA

- **Plan**
- **Do**
- **Study**
- **Act**



The tool with
which you will
make a
difference



Plan

What hunch are you going to test?



Do

Go and do it



Study

**Reflect on what you
saw and learned**



Act - What will you do next?



My bright idea



**YOUR
WAY...**

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better
together

Give out low
energy light bulbs
to stop people
falling over.....

So I distribute lots and lots of them at a coffee morning for older people

YOUR WAY...

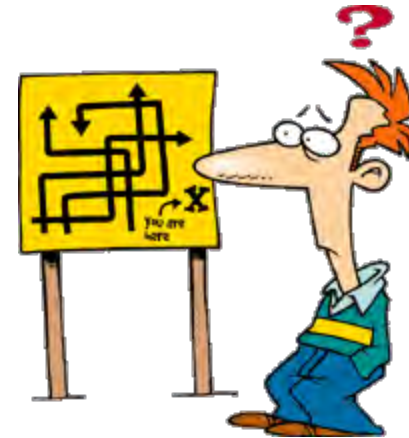
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- But how do I know it has worked?
- Have I done this in the best way?
- Have I wasted lots of effort?
- Is there a better way of doing it?

**YOUR
WAY...**

Let's get
better
together



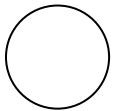
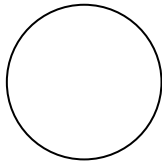
My bright idea - the PDSA way!



Let's get better together



Give out Low energy light bulbs to stop people falling over.....



What are you trying to do?



What are you trying to achieve?

Improve home lighting to stop falling by distributing low energy light bulbs

What's your specific objective?

Distribute 20 low energy light bulbs and go back to the same group to find out if they are using them

Plan	Do	Study	Act
<p>What?</p> <p>Distribute 20 light bulbs and follow up 1 week later</p> <p>Who?</p> <p>Andrea</p> <p>Where?</p> <p>Queens Park Craft Club</p> <p>When?</p> <p>Friday 14th October and follow up Friday 21st October</p>	<p>Done as planned on 14th October</p> <p>And follow up on 21st October</p>	<p>Coffee morning was good way to distribute light bulbs</p> <ul style="list-style-type: none"> •Only 5 had put up on landing •Only 3 people left on at night •4 people had stood on chair to put up •6 people put in store cupboard <p>Not using properly</p>	<p>Possible link into Handy man scheme –find out</p> <p>Tell people how to put lights up, where and why</p> <p>Design a leaflet to give out with the lights explaining:</p> <ul style="list-style-type: none"> •How to put up •Where to put up •They are low cost •Consider getting someone to put them in for people

The first Secret...

Plan-Do-Study-
Acts *are* about
working in a
particular way!



They are *not*
the forms
you fill in...





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better
together

Do I need to do every thing I do
as a Plan-Do-Study-Act cycle?

The second Secret.....

NO!

Tip 1

Is it a 'Task' or is it a 'Test'?

- Organise a meeting task
- How to do a questionnaire test
- Make a phone call task
- Does giving out smoke alarms work? test
- Is this poster the best? test
- Get a friend to join the team test?





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Tip 2

Has it already happened?

Tip 3

Is it too big?



8 days!



Let's get better together

Another example:

You have heard that less than 50% of people have heard or know of 'Elder Abuse'..... You want to know if it is an issue in your community

What would you do?



Plan	Do	Study	Act
<p>What?</p> <p><i>Approach 15 friends over the next week</i></p> <p>Who?</p> <p><i>Mohammed</i></p> <p>Where?</p> <p><i>Lorne Campbell Court</i></p> <p>When?</p> <p><i>By Monday 12th Oct</i></p>	<p><i>Done as planned on 12th October</i></p> <p><i>You needed to start again and think about the questions</i></p>	<ul style="list-style-type: none"> <i>•No one had heard of the term but 4 people said they had heard of if going on</i> <i>•People still appeared to think it was an important issue</i> <i>•People from Asian communities seemed less aware</i> 	<p><i>Consider how you might target awareness at specific communities</i></p> <p><i>You've heard of some Asian ladies training around vulnerable adults – find out more</i></p>

Another example:



You want to book the local drama group to show a play about distraction burglaries.

What would you do?





Ring them up and
book it!

'Growing' improvement with PDSAs

