

## Improvement Glossary

### Action Period

The time between workshops when teams work on improvement in their practice or office settings. They are supported by the project team and faculty, and they are connected to other teams.

### Aim

A written, measurable, and time-sensitive statement of the expected results of an improvement process.

### Cycle or Plan-Do-Study-Act (PDSA) Cycle

A structured trial of a process change. Drawn from the Shewhart cycle, this effort includes the following:

**Plan**—a specific planning phase

**Do**—a time to try the change and observe what happens

**Study**—an analysis of the results of the trial

**Act**—devising next steps based on the analysis

This PDSA cycle will naturally lead to the Plan component of a subsequent cycle.

### Measure

An indicator of change. Key measures should be focused, clarify your team's Aim, and be reportable. A measure is used to track the delivery of proven interventions to patients and to monitor progress over time.

### Model for Improvement

An approach to process improvement, developed by Associates in Process Improvement, which helps teams accelerate the adoption of proven and effective changes.

**PDSA** (See "Cycle" above.)

### Pework Packet

A workbook containing a complete description of the project, along with expectations and activities to complete prior to the first workshop.



### **Prewrite Period**

The time prior to the first workshop when teams prepare for their work in the project, including selecting team members, scheduling initial meetings, consulting with lead physicians, preparing their Aim, and initiating data collection.

### **Team**

The group of individuals, usually from multiple disciplines, that participates in and drives the improvement process. A core team of 3 to 4 individuals attends the workshops, but a larger team of 6 to 8 people participates in the improvement process in the organization.

### **Test**

A small-scale trial of a new approach or a new process. A test is designed to learn if the change results in improvement and to fine-tune the change to fit the practice and patients. Tests are carried out using one or more PDSA cycles.

### **Workshop**

A 1-day meeting during which participating teams meet with faculty and collaborate to learn key changes in preventive and developmental screening services, including how to implement changes, an approach for accelerating improvement, and a method for overcoming obstacles to change. Teams leave these meetings with new knowledge, skills, and materials that prepare them to make immediate changes.