

9-Step Process Management Methodology / PDCA Osceola County Health Department

		STEPS	ACTIONS & QI TOOLS
P L A N	1. Identify Improvement Opportunities & Prioritize		1.1 Identify Problem Area/Opportunity (Brainstorm)
			1.2 Prioritize Opportunity (Prioritization Matrix)
	2. Team Development & Process Owners <i>“What are we trying to accomplish?”</i>		2.1 Determine Process Owners
			2.2 Determine Goal / Aim Statement
			2.3 Develop Process Management Plan (Action Plan)
	3. Examine Current Approach <i>“How will we know a change is an improvement?”</i>		3.1 Examine Current Approach (Process Map)
			3.2 Analyze/Display Baseline Data (Line Graph)
			3.3 Determine Root Cause(s) (Fishbone)
			3.4 Develop Measures/Indicators (In-Process & Outcome)
			3.5 Revise Aim Statement
	4. Identify Potential Solutions <i>“What change can we make that will result in an improvement?”</i>		4.1 Identify solutions (Brainstorm)
			4.2 Pick Best Solution (one most likely to accomplish Aim)
	5. Develop Improvement Theory		5.1 Develop Improvement Theory (If...Then Statement)

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		STEPS	ACTIONS & QI TOOLS
D O	6. Implement Process		6.1 <i>Just Do It!</i>
C	7. Monitor Performance		7.1 Collect/Analyze/Display Data (Line or Bar Graph)
			7.2 Set Baseline results; develop target measures
A C T	8. Identify Opportunities		8.1 Revise process flow and test
	9. Take Action		9.1 Fix Obvious Problems
			9.2 Identify Root Cause(s) for difficult problems
		9.3 Standardize Process	

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NOTE: The three questions in steps 2 through 4 are from Langley, Nolan, et. al., The Improvement Guide: A Practical Approach to Enhancing Organizational Performance.