

PDSA Cycle

- **PLAN:** Plan a change or test of how something works
- **DO:** Carry out the plan
- **STUDY:** Look at the results
What did you find out?
- **ACT:** Decide what actions should be taken to improve



PDSA Value

- Simple structure
- Represents the natural flow of
 - information gathering ,
 - decision-making ,
 - action , and
 - assessment



PDSA allows you to:

- Minimize risks, and time and money spent
- Make changes in a less disruptive way for clients and staff
- Reduce resistance to change by starting on a small scale and
- Learn from the ideas that work, as well as from those that do not



Design the Change

Test improvement measures by analyzing the data you collect before, during, and after the change.

Include everyone involved



To start...

- Collect baseline data
- Determine target population and location for the change
- Establish a clear aim
- Select a Change Leader and team responsible for developing and implementing change ideas
- Now you can **PLAN** the change





DO

- Test the one solution you selected
- The purpose of the **DO** step is experimentation
 - Try the change for a short period of time and in a limited area - for example, two weeks, and with only for a few providers
- Document any problems and unexpected observations, and analyze data you are collecting on the change
- **Remember only change one thing at a time!**
 - This allows you to track the data associated with the change and determine which change is actually making a positive impact





Study

- Complete analysis of your data
- Compare pre-change 'baseline' data with your post-change data
 - Summarize what you have learned
- Think about what worked well and what did not work... Did the change result in an improvement? Why or why not?



Act

- Use **STUDY** stage results to decide on next steps
 - Was the change beneficial to patients, staff or the organization?
 - Should the change be increased in scope or tested under different conditions?
 - Should the change be adopted, adapted, or abandoned?
- What will be the **next cycle**?



SBIRT Integration Best Practices



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What are the Best Practice Nuggets?



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Top Leadership Support


- Must make this work a priority; not just a "project."
- Plan for resources and sustainability.
- Ensure a dedicated staff member with carved out time to develop, do QI, and strategize with other administrative efforts.
- Train the entire team.



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Screening

- Part of healthy lifestyle routine information gathering
- Clear messaging that risky or drinking is an important health concern
- Examine workflow, troubleshoot issues
 - Receptionist, rooming staff, clinician
 - How will it stand out among pile of paperwork?

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Maximizing PCP Engagement

- Convey impact of unhealthy substance use on medical conditions.
- Promote SBIRT work as an asset to the PCP.
- Share success stories at staff meetings.
- Have engaged PCP's talk to their peers.

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Integration Specialist Defined Role, Time, Space & Accessibility


- Must have dedicated time to this work, otherwise it will not be prioritized and other work will fill up.
- Visibility in the clinic is critical; must be seen as part of the team.
- Create a reliable, consistent process for warm hand-offs.

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Engage Behavioral Health


- It is important for behavioral health to see themselves as accountable members of the primary care team.
- Face-to-face time in the primary care clinic builds relationships and trust.
- Acknowledge that there are different styles/ approaches to care.




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Champions and Clinic Managers

- Enthusiasm generates support and involvement from management, staff, and providers.
- Systematic use of quality improvement methods, such as PDSA cycles, to meet goals and overcome barriers.
- Incorporation into job descriptions and performance evaluation is important.



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SBIRT Team Members: Right Hire



- Assertive, good boundaries, empathetic, and meets patients where they are
- Takes initiative to establish trusting relationship with PCPs and team members
- Flexible, and fits with clinic culture

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Clear Communication

- Present the program as a routine part of care.
- Involve staff in developing talking points and clinic messages to reduce stigma of mental illness and unhealthy substance use.
- Warm handoffs shouldn't be hurried or overly complicated.
- Articulate the role and value of each member of the team.

System Change

- Include Legal, IT, Finance, Development in discussions
- Institutionalize the model
 - Ongoing training
 - Quality assurance
 - Sustainability

Expect change

