

## SHORT QI ACTIVITY TEMPLATE “QI ON THE FLY”

DATE:	COMMUNITY AGENCY:
<b>Problem Statement</b>	<p>What is the problem that you are encountering?</p> <p>What are you hoping to achieve?</p>
<b>Brief Diagnostic</b>	<p>How did we identify the problem? What do we think is the underlying issue?</p> <p>What information helped to better define the problem and what you will do next?</p> <p>Who did we consult?</p>
<b>Measurement</b>	<p>How will we know that change is an improvement? What is the outcome you will measure?</p>
<b>Change Ideas</b>	<p>What changes are we making?        (What are the change ideas you are trying/testing?)</p>
<b>PDSA Cycle</b>	<p><b>Plan:</b> How will the change be carried out?        (who, what, when, where the change will be tested or implemented)</p> <p><b>Do:</b> What happened when we implemented the change? What did you observe including successes and unexpected learnings?</p>

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### PDSA Cycle

**Study:** What was the impact of your change? Did the change result in improvement? How do we know? What other measurement might help you assess the impact of your change? (e.g., virtual call volumes)

**Act:** What other changes need to be made? Are there more modifications or other change ideas that we need to try? Will we adopt, adapt or abandon the change idea?

### Sustain

Is this change an improvement?

Yes  
 No

Is this change something we want to sustain when we are past the COVID pandemic?

Yes  
 No

If yes, what will we have to do to sustain the change?

### Other Comments or Notes: