

## **IC2:1200 Continuous Improvement Process**

### **1.0 PURPOSE**

The continuous improvement process is an effective strategy for the ongoing improvement of the quality of the processes and services provided to meet or exceed the requirements for an effective infection control program.

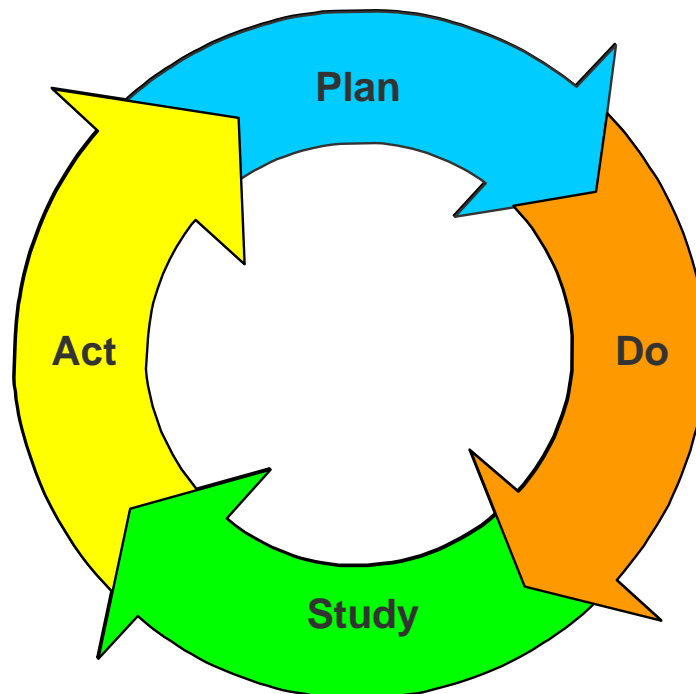
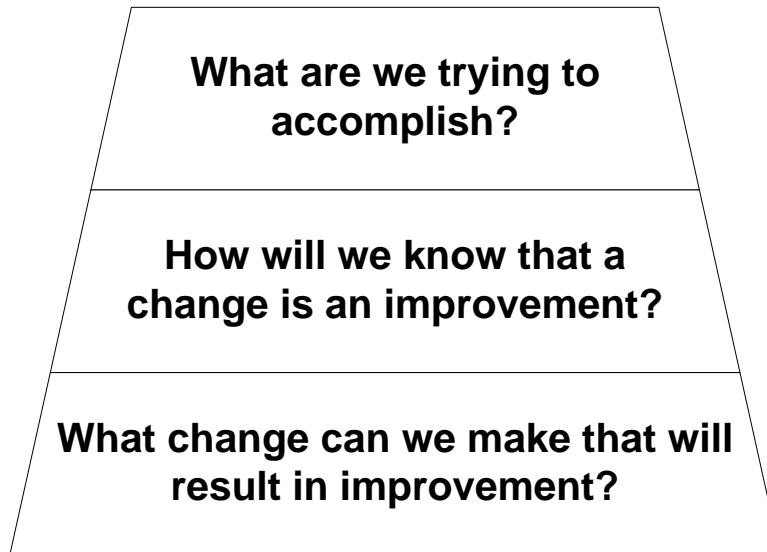
### **2.0 DEFINITION**

Continuous Improvement is a management philosophy and system which focuses on improving processes to meet or exceed customer needs and expectations. The process continues for as long as the organization exists. Just like any other process within the organization, the improvement process will itself improve overtime, delivering more value to the organization and its members.

### **3.0 GUIDELINES – Model for Continuous Improvement**

3.1. The Model for Improvement, developed by the Institute for Healthcare Improvement (IHI) is a recognized model used for continuous process improvement. The model asks the three fundamental questions and uses the Plan-Do-Study-Act (PDSA) cycle for the improvement process (see IC2:1200, pg 2, Model for Improvement).

**IC2:1200 Model for Improvement – PDSA Cycle**



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## **IC2:1200 Model for Improvement – PDSA Cycle**

### **Steps in the PDSA Cycle**

#### **1. Plan**

- Identify and document areas for improvement of the infection control program.
- Describe the current process of the area(s) to be improved.
- Analyze the areas for improvement - consider using improvement tools such as brainstorming, flow charts, and cause & effect diagrams for root cause analysis.

#### **2. Do**

- Develop proposed solutions.
- Focus on small incremental improvements.
- Collect appropriate data.

#### **3. Study**

- Analyze the data.
- Study the effect of the solution or change - did it improve the outcome?

#### **4. Act**

- If there was no improvement or a negative impact go back to the proposed solution, review the current situation and analysis and proceed through the PDSA cycle again.
- If the goal or outcome was achieved standardize the process and identify new areas for improvement.