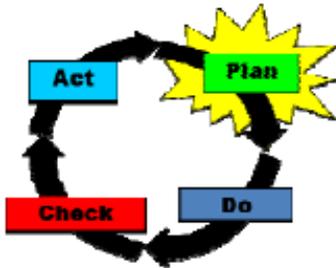


Plan- Do- Check- Act Cycle

Our goal is to empower all CDPH employees to continually identify opportunities for improvement to improve efficiency, effectiveness, performance and outcomes in processes.



1—Select improvement opportunity

Identify improvement opportunities, write a goal statement and form a team of subject matter experts.

2—Analyze current process

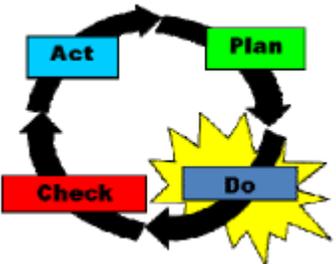
Define the process, collect and analyze baseline data, identify performance gaps and validate the goal statement.

3—Identify root causes

Analyze cause and effect relationships, select root cause and identify unbiased and reliable data to verify.

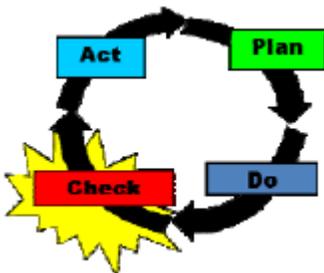
4—Generate and choose solutions

Identify potential solutions. Using selection criteria, identify the best solution then define and map out the solution.



5—Map out and implement a trial run

Be specific when planning the trial run, implementation will test the solution on a small scale to ensure change will produce desired outcomes.

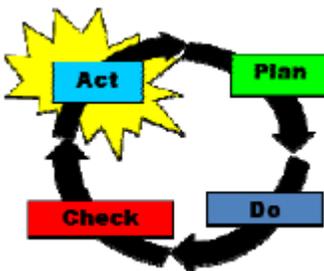


6— Analyze the results

Collect and evaluate the results based on team analysis.

7— Draw Conclusions

Team based discussion; did the desired change occur? What worked? What didn't work? What could be improved? What did we learn?



8—Adopt, Adapt, or Abandon

Based on the data decide to adopt, adapt, or abandon the tested solution. If adopted then move on to step 9. If it's decided to adapt go back to the "Do" phase and try another solution. If the decision is to abandon, go to the "Plan" phase and start again.

9—Monitor; hold the gains

If adopted then seek to implement on a broader scale, as applicable, and monitor to hold the gains.