



# Habits for Improvers

1

## PDSA as Part of Daily Work

- Speed - team tests a lot of new change ideas frequently
- Team meets regularly and has a clear aim for tests of change
- Be a learning organization - continually use failure to learn

2

## Data to Guide Learning

- Review your QI Dashboard and have data driven conversations
- Use dashboard to regularly track, monitor and review QI data
- Share it! Post data in the clinic to show improvements and celebrate them!

3

## Visual Management & Daily Huddles

- Display in a shared space current quantitative and qualitative information for your team, (i.e., team Storyboard)
- Commit to efficient daily huddles to ensure your team understands the current context, priorities and goals for their work

4

## Leadership Creates Conditions for Ongoing Improvement

- Encourage leadership involvement by sharing data and successes
- Communicate about PDSA cycles and daily huddles
- Regularly review and utilize the evidence-base for preventive services
- Protect time and resource for the work of improvement
- Use “go see” to gain insight into the reality of the clinic to help dentists, dental hygienists and staff provide great care, reliably.

5

## Celebrate Bright Spots!

- Take time to share successes regularly with your team and leadership
- Be transparent - the team is learning for everyone, share that learning openly!

*“I make no apology for learning” – Dr. William Deming*