Living Well in MPS Principles of Care
Plan-Do-Study-Act (PDSA) Portal Fact Sheet 2018

What is the PDSA Portal?

The PDSA Portal was originally developed by ACI as a central repository for the 25 MPS teams participating in the Living Well in MPS Collaborative to list ideas and changes aimed towards achieving the eight Living Well in MPS Principles.

- Respect for rights as an individual
- Informed and involved
- Participates in assessment and care planning
- Lives in a homelike environment
- Access to meaningful recreational activities
- A positive dining experience
- Access to multidisciplinary services
- Expertise in aged care

The Portal enables teams to:

- Share ideas and processes of testing small scale changes, learning from successes strategies undertaken as these became business as usual. In doing so, teams are able to leverage off each other's learnings to achieve a greater collective level of improvement across NSW.
- Engage and network with sites on similar topics of discussion in a safe forum
- Access a library of resources to assist with implementation of the Living Well in MPS Principles

Who governs the portal?

The MPS Advisory Group members will each oversee activity by their LHD Teams on the PDSA Portal over 2018, as a staged approach to each LHD assuming ownership.

Who should access the portal?

Any MPS Team across NSW may gain a secure LOGIN access pass to the PDSA Portal. The site is only available to NSW MPS teams.

It is encouraged that all staff at a facility have access, so as to enable a team approach and a sharing of the small scale changes that can be undertaken across all departments of your facility.
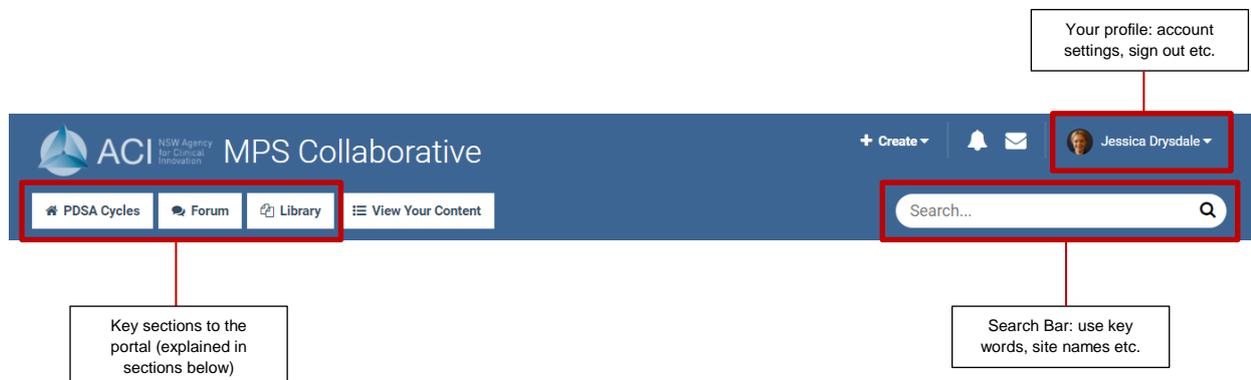
How can I access the portal?

The PDSA portal may be accessed using either *Internet Explorer* or *Google Chrome* using the following link:

http://collaborate.aci.health.nsw.gov.au/mps/collaborative

You will then be prompted to enter your unique site <u>user name</u> and <u>password</u>. If you have any problems accessing the PDSA Portal please contact Jenny Preece.

Once I have logged in, how do I use the PDSA Portal?

The Navigation Panel: Once logged in, you will be able to view the MPS Collaborative Navigation Panel at the top of your page.

Your profile: account settings, sign out etc.

Key sections to the portal (explained in sections below)

Search Bar: use key words, site names etc.

1. *PDSA Cycles:*

This section allows teams to enter information on their chosen PDSA cycle, whilst also accessing other teams' ideas as it includes all PDSAs contained on the portal. Access this section by selecting "**PDSA Cycles**" tab.
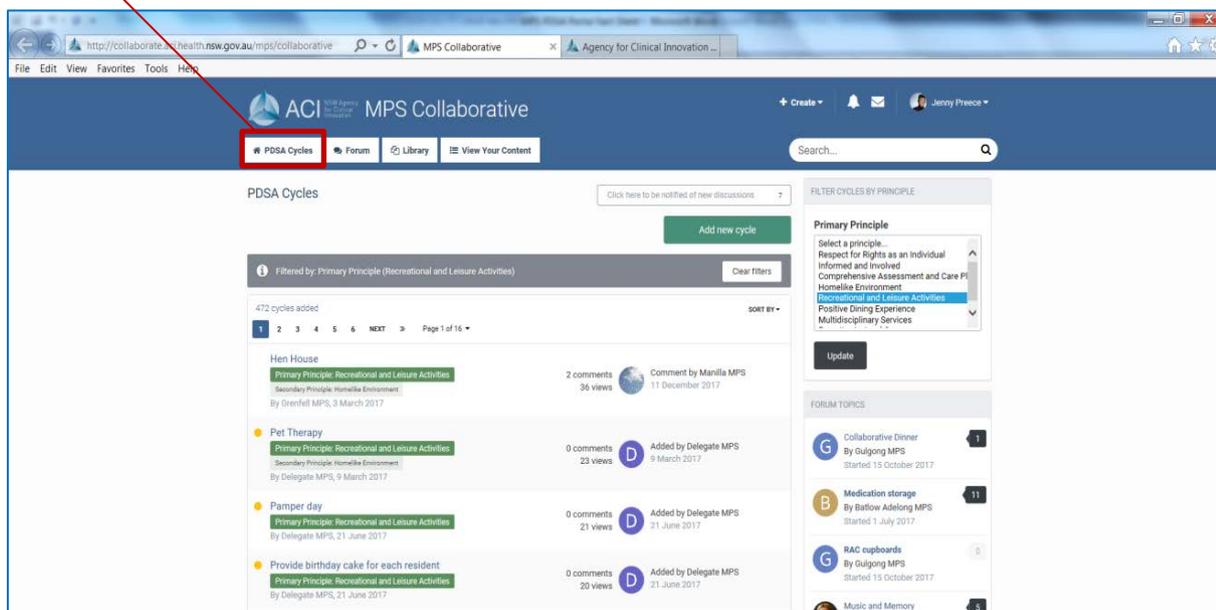
A. Searching other PDSAs: You can filter PDSA Cycles by Principle to refine your search E.G. if your MPS has identified that you would like to do some work around the Recreational and Leisure Activities Principle you can select that Principle to view strategies already trialled and embedded. Select the Principle and click 'update'.

B. **Add a New Cycle**: You can add your own PDSA cycle by selecting the "**Add new cycle**" button at the top of the page.
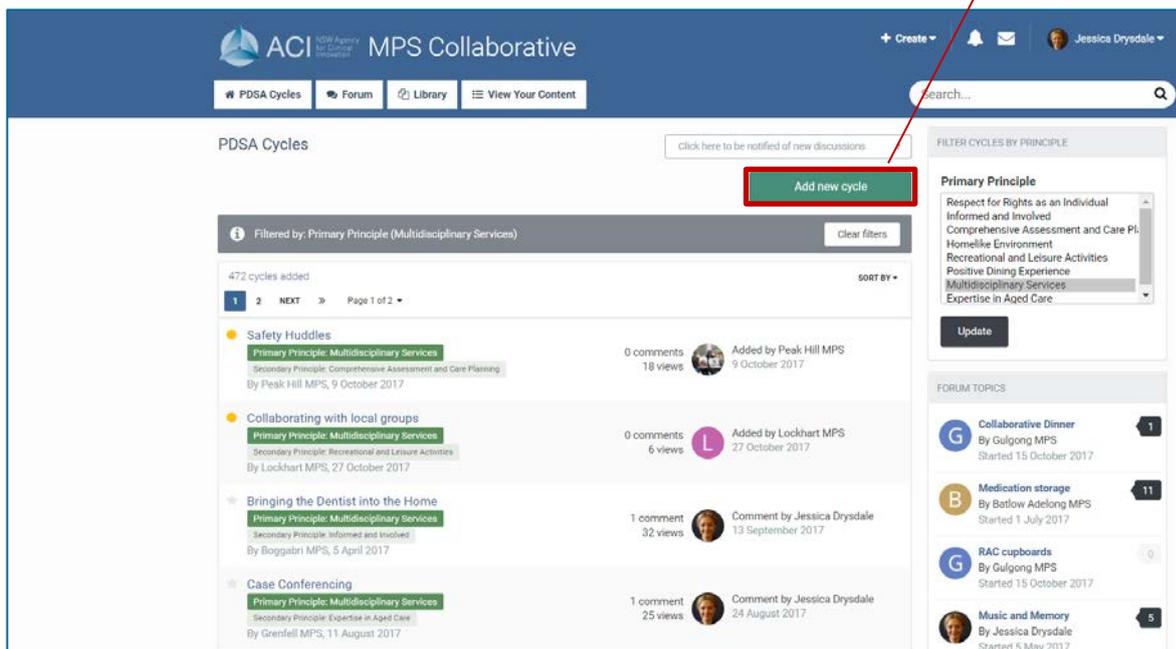
You will then be taken to a "Create New Topic Page":
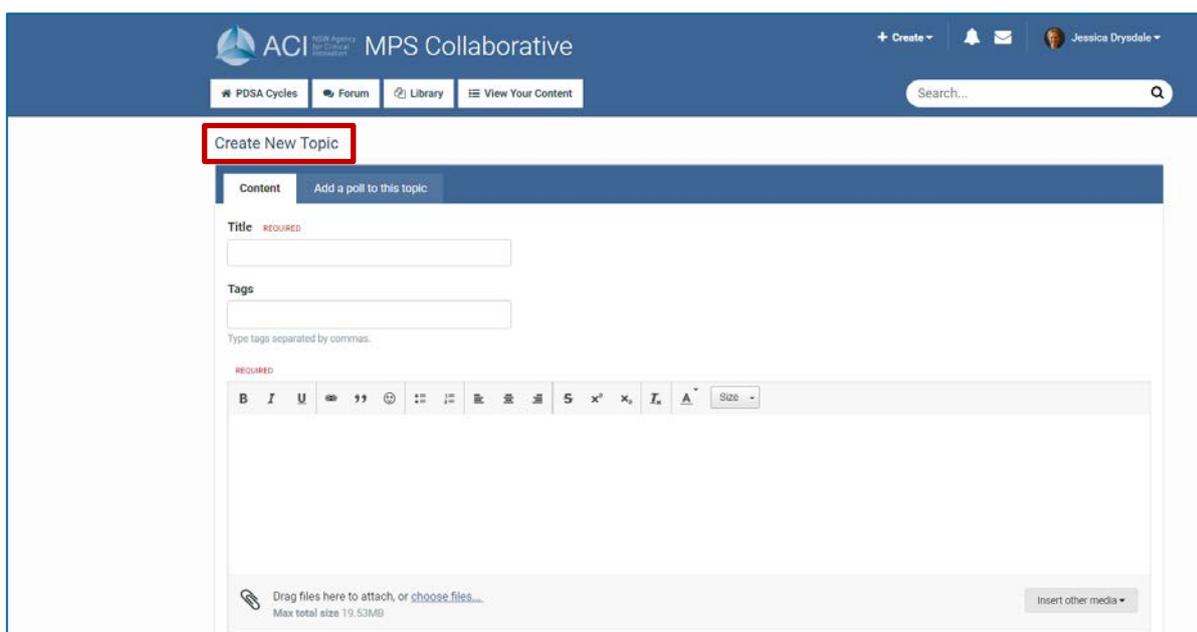
Here you will be prompted to enter the following information:

Title: The name of your PDSA

Tags: Key search terms that will enable other teams to search for your PDSA. There is no limit to the number of tags that you can include.

Primary Principle: Select a principle from the drop down box that relates specifically to your PDSA.

<u>Secondary Principle:</u> The Living Well in MPS Principles often overlap. Select a secondary principle from the list here.

<u>Goal:</u> What are you trying to achieve with your PDSA? What is the overall outcome the small change is contributing to? Remember that goals should be SMART (specific, measururable, achievable, realistic and timely).

<u>PDSA Cycle</u>

      Plan – What is your idea / prediction? What do you want to achieve? Where and when will it happen? Who will be involved?

      Do – Carry out the trial. What did you observe? Document changes.

      Study – Compare the results to your predictions. What would you do differently? What was learned?

      Act – What happens next? Adapt / Test under other conditions / Abandon / Adopt / Expand**?**

NB: A blank PDSA template is available in the PDSA Portal Library to assist you in becoming more familiar with the PDSA Cycle. Blank copies can be used in team meetings to gather ideas so that everyone on your MPS Team can own a change or have an active part in the change process.

2. *<u>Forum:</u>*

Selecting the "Forum" tab from the navigation panel will take you to the page below. This section allows you to ask questions, seek information and have discussions with other MPS Teams.

Engage in topics by selecting from the list

Start a new topic of discussion

Starting a new topic of discussion on the forum will take you to a similar page of that of a new PDSA cycle:

Again, you will be prompted to include information such as:

> Title
>
> Tags
>
> Information

You may also attach files and documents by selecting the "**insert other media**" button.

3. *Library:*

Selecting the "Library" tab from the navigation panel will take you to the page below. You can search for resources, templates, checklists to assist implementation and other useful resources and information packages from this page.

Access files here

Submit a file here
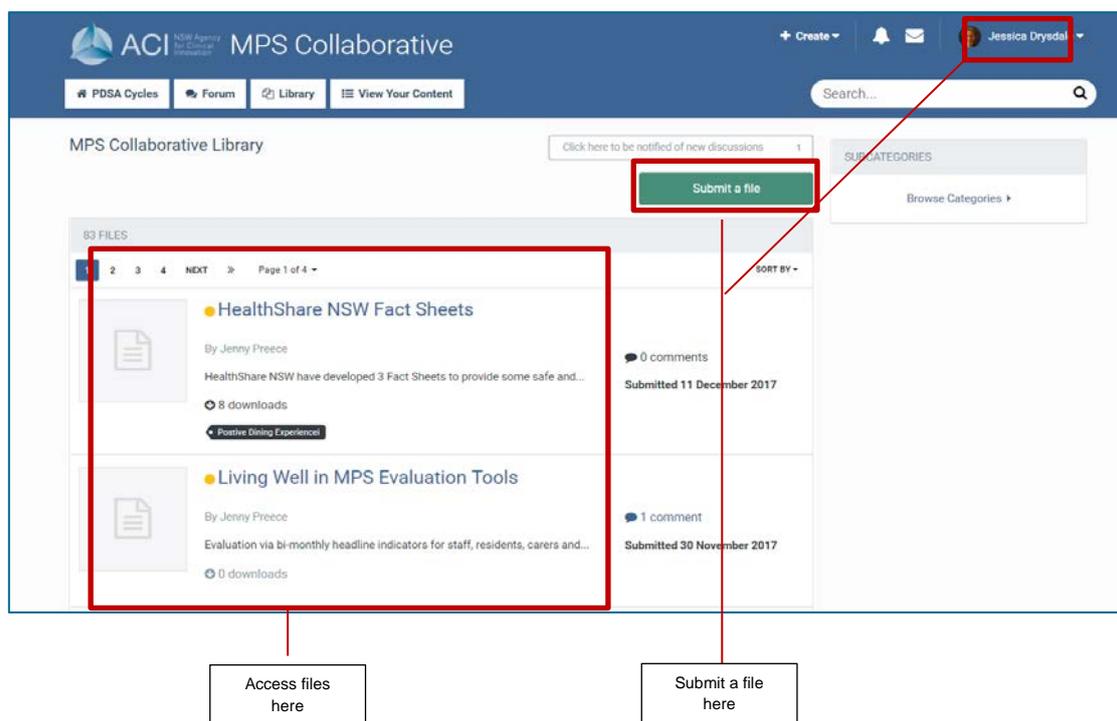
Submitting a new file in the library will take you to the following page:
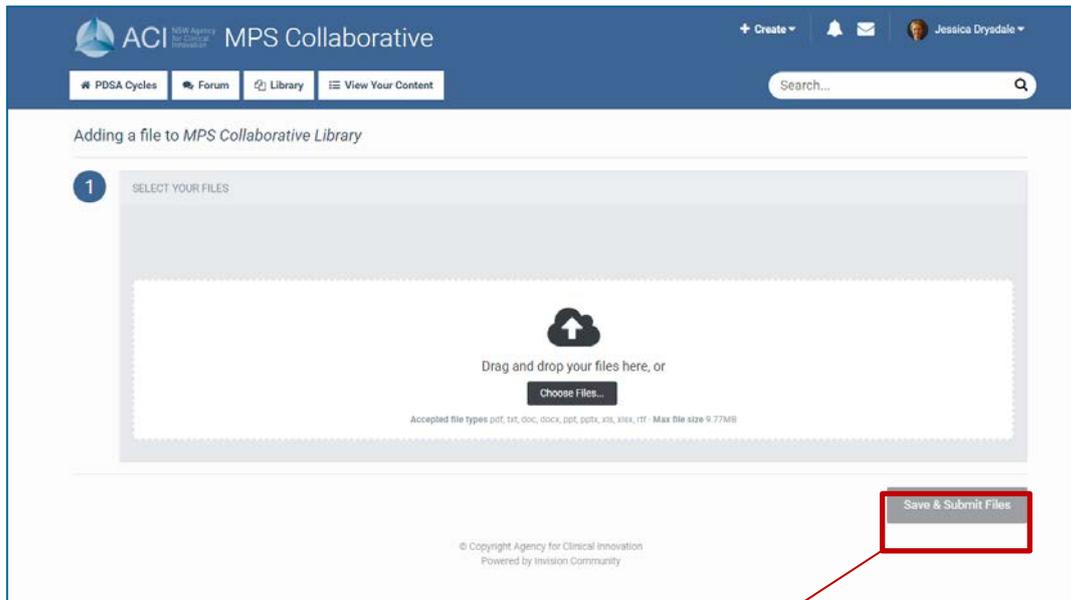
Once you have chosen your file, you should click "Save and Submit Files".

IMPORTANT: Any resources housed on the PDSA Portal are available for use, but it is advisable to check with your LHD processes during your planning stage.

Tips and Tricks:

How to edit a PDSA entry:

Don't forget to go back in and update your PDSA Cycles as you test them, and make any refinements to tailor to your residents or facility's needs.

Utilise the "View your content" page by selecting it from the navigation panel:
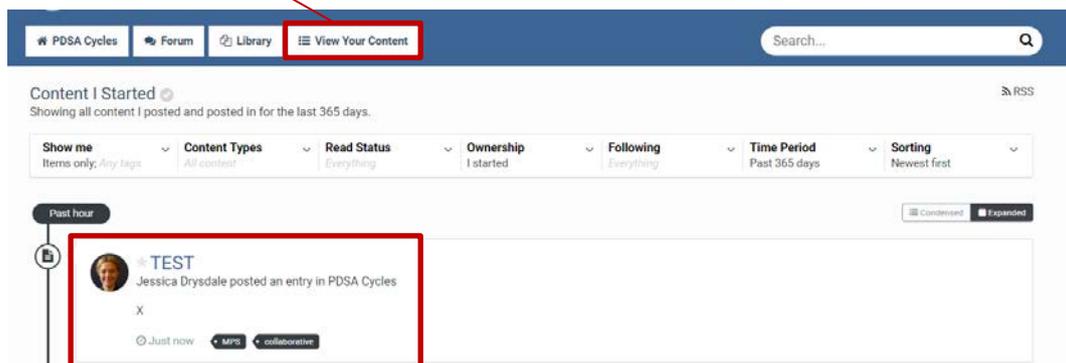
And then select the appropriate PDSA from the list.

Once you are on the PDSA page, scroll down until you see the following options:
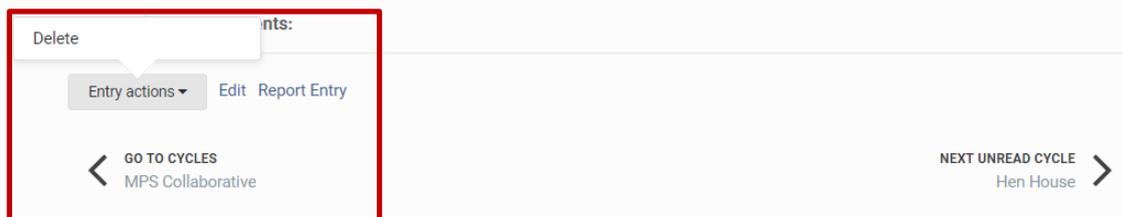
From here you can choose to delete (if an error has been made) or edit and provide updated information. It is encouraged that you update PDSAs after they have been:

- tested on one resident for 1 week; reviewed
- trialled on two or three residents for two weeks; reviewed,
- then implemented across the facility - it is then classified as scaled up to business as usual.

Encouraging ownership of PDSAs at your facility:

Remember, every PDSA Cycle begins with a hunch or an idea. The PDSA Process gives you the methodology to Plan – Do - Study – Act; test the idea, review it, make any changes and document the outcomes. Small scale changes often lead to large scale improvement. By having access to strategies that other MPS Teams have already tested you have a head start in sharing successful small scale changes already embedded elsewhere.

Viewing the PDSA Portal could become an Agenda Item at your regular staff meetings to prioritise what changes you might like to make and harness enthusiasm.

Have the PDSA website and your unique site login details freely available and visible to all staff members – you may want to create a communication board in your staff room with updates!

Other information:

- The MPS Toolkit is available at https://www.aci.health.nsw.gov.au/resources/rural-health/multipurpose-service-model-of-care-project/living-well-in-multipurposes-collaborative and includes great resources such as:
  - o MPS Principles of Care information guide
  - o Resource Guide (with other great PDSA ideas!)
  - o Self-Assessment and Spreadsheet to generate Action Plan
  - o Successful Strategies report from the 2017 MPS Collaborative

For further information contact:

Jenny Preece

Rural Health Manager | **Agency for Clinical Innovation**
Dorrigo MPS, PO Box 114, Dorrigo 2453
Office at Level 4, 67 Albert Avenue, Chatswood NSW 2067
PO Box 699 Chatswood NSW 2057
Tel +61 2 66927716| Mob: 0427568249
Email Jenny.Preece@health.nsw.gov.au