

Tip Sheet: Providing Feedback on PDSA Cycles

General Best Practices

- Set expectations about when and how feedback will be provided.
- Be timely in your feedback (give feedback when it is expected).
- Keep your review brief (short paragraph).
- Be specific in your feedback. For example, instead of writing “I’d suggest you start smaller,” write:
 - *While I love the enthusiasm your team shows by testing the new script with 6 home visitors, that will likely take some time for all 6 people to do it, and to come together to ‘study’ their experience and then Act. You might learn more quickly by starting with just 1 home visitor, then studying that experience immediately and incorporating the learning from it into a new cycle the next day with that home visitor and maybe one more.*
- Balance positive and constructive feedback. A good rule of thumb is to provide 4 positive comments for each piece of constructive feedback.

PDSA Feedback

- **Focus on the structure of the PDSA cycle, not just content.** Utilize the HV CollIN PDSA coaching tools to identify components of the PDSA cycle that were strong and those that can be improved to enhance learning.
- **Highlight bright spots:**
 - *Nice continuation of last month’s test about...*
 - *You have a very clear rationale and plan for this cycle.*
 - *I love that you included the different predictions your different team members made. There’s no need to arrive at agreement or consensus before testing!*
 - *Your team generated a lot of learning in just one visit.*
 - *Great job starting your testing with just one home visitor.*
 - *You’ve done a great job adapting your test based on feedback from families.*
- **Ask a question to facilitate problem solving:**
 - *What did you learn?*
 - *How will you use what you learned in this cycle to plan the next test?*
 - *How might you design your next test to better understand how things are going in shorter periods of time?*

- *Who else do you need to test the change with to make sure it works for everyone?*
- **Make a recommendation:**
 - *Your next PDSA cycle would benefit from defining more specifically ‘how much, by when’ you are aiming to accomplish within shorter periods of time. If you look up how many families are due for a well-child visit, then you could be specific about who needs reminder emails and how many families you aim to plan with next month.*
 - *As you grow more confident that the idea works, you will want to test it on a bigger scale over different conditions (for example, will it work as well with different home visitors, days of the week, populations of clients, etc.).*
 - *These small scale tests of different tools are a great way to learn by doing. Since each home visitor is testing a different tool with different families, these tests could occur simultaneously (e.g., you don't have to wait a week in between). That might allow learning to happen faster so that you can bring home visitors back together to compare learning from the different tools.*

Sample Feedback for Common PDSA Challenges

The table below lists some common challenges teams experience in running PDSA cycles, along with sample feedback you might provide to address the challenge.

Challenge	Sample Feedback
Test vs. task	Thank you for submitting your plan for your PDSA cycle! This cycle of developing and reviewing the script sounds more like a task than a test. The test will then be using the script to see if it increases comfort in introducing education on the importance of well-child visits. You could plan to have one home visitor test the script with a client. They could then rate their comfort in using the script and see what questions came up in providing the education. If you don't have any clients that will be provided education on well-child visits soon, consider role playing using the script to get started.
Starting small	It's good that you are identifying different conditions that you need to test under. Before you move to testing with all home visitors though, it may be helpful to do some additional testing to address some of the challenges raised in your first 2 tests. You've had a lot of great learning about barriers and discomforts (finding the right person at the clinic to connect with, obtaining signed releases from families) and it might be good to test some solutions to those before expanding your testing. These will likely continue to be barriers in your expanded testing. Keep up the great work!

Clear questions and predictions	Great work keeping the momentum going from your first cycle, having HVs from the first test share their experiences with additional HVs and moving quickly to the next test! The detail in your PDSA cycle is incredibly helpful and will be useful for others looking to learn from you! As you continue testing, work on making your predictions specific and numeric. For example, instead of predicting an increase in home visitor comfort level, predict that 3 out of 4 home visitors will report a 4 or higher on a 5-point scale. This will help to accelerate your learning and evaluate your change.
Sequential testing	What a great first test! You have a clear plan for data collection, with a good mix of quantitative information and reflection questions to gather some qualitative feedback. You can learn so much from initial tests by asking about reflections conducting the test. The observations the home visitors made are great learning. They also provided some ideas for what would make this change easier to incorporate into the flow of the home visit. How can you adapt future tests to address this feedback?