

# PRINCIPLES OF QUALITY IMPROVEMENT

1. Make the work **problem-specific** and **user-centered**.

Key Ideas: 1) What specifically is the problem we are trying to solve?  
2) Identify the underlying need.

My Takeaways:

2. **Variation** in performance is the core problem to address.

Key Ideas: 1) What works, for whom and under what set of conditions?  
2) Aim to advance efficacy reliably at scale.

My Takeaways:

3. See the **system** that produces the current outcomes.

Key Ideas: 1) It is hard to improve what you do not fully understand.  
2) Possibly wrong and definitely incomplete

My Takeaways:

**Key Ideas:** 1) How will we know if a change is an improvement?  
2) Practical measurement = Learning to improve.

**My Takeaways:**

4. We cannot improve at scale what we cannot **measure.**

**Key Ideas:** 1) What change might we introduce and why? 2) Engage rapid cycles of Plan, Do, Study, Act (PDSA) to learn fast, fail forward, and improve quickly. 3) Say no to "solutionitis."

**My Takeaways:**

5. Anchor practice improvement in **disciplined inquiry.**

**Key Ideas:** 1) Sharing of learnings accelerates the work.  
2) Bright spots and positive deviants.

**My Takeaways:**

6. Accelerate improvements through **networked communities.**

# SKETCH YOUR PLAN-DO-STUDY-ACT (PDSA)

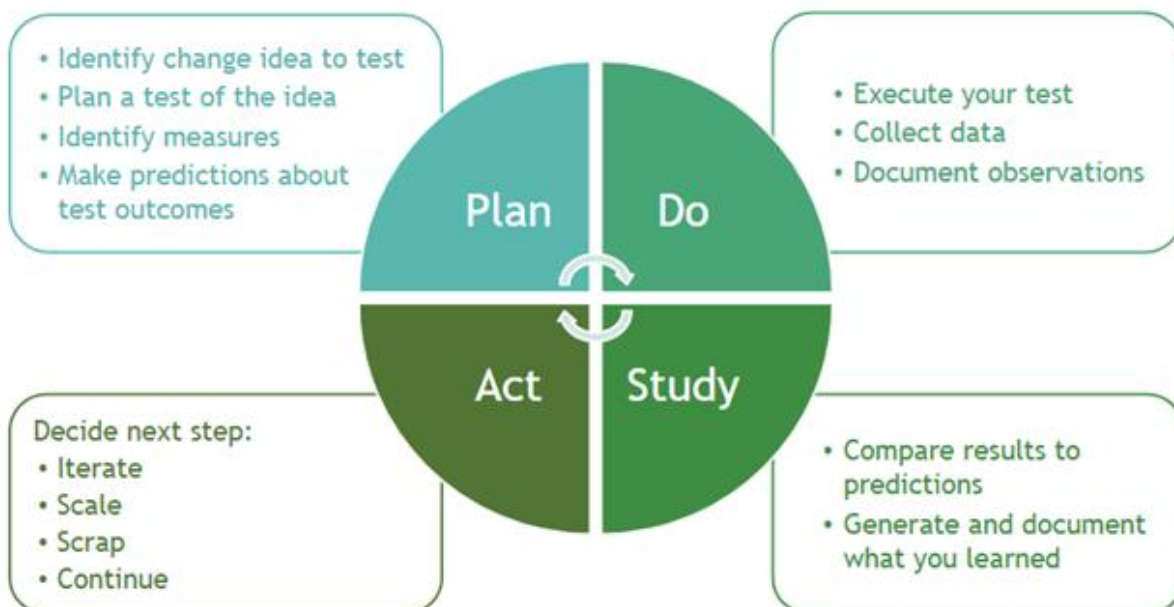
Three Improvement Questions:

What specifically are we trying to accomplish?

What change might we introduce and why?

How will we know that a change is actually an improvement?

Source: Carnegie Foundation for the Advancement of Teaching



# SESSION REFLECTION

## Guiding Questions:

- What intrigues you about adopting these ways of operating?
- What do you think might be challenging for you? For others in your school?
- What questions do you have?

