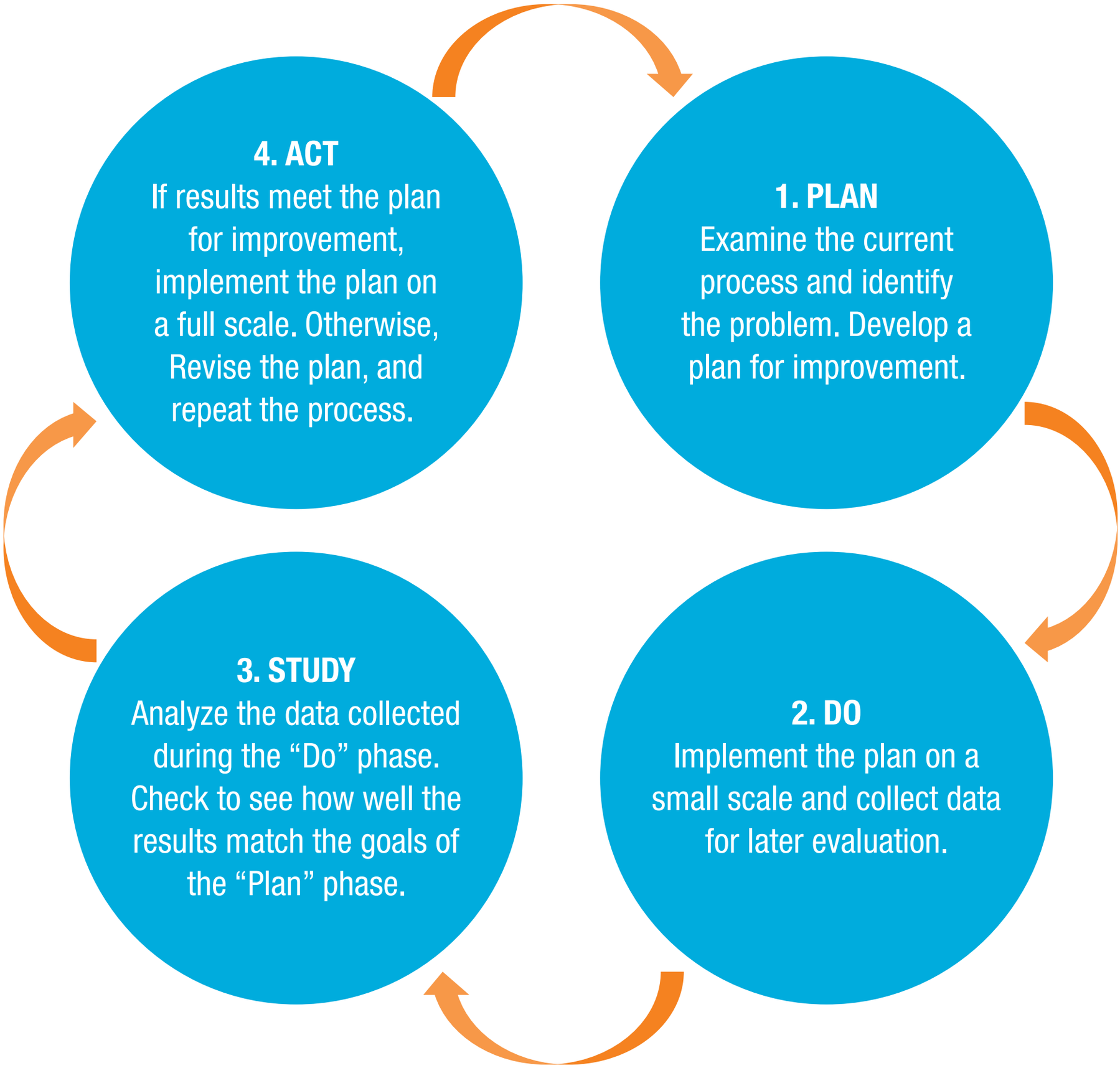**FIGURE 5.1:** PDSA Cycle