

MODEL for IMPROVEMENT

The Model for Improvement is recommended as a tool to accelerate improvement, using a rapid-cycle team process.

- Forming the team
- Setting aims (*What are we trying to accomplish?*)
- Establishing measures (*How will we know that a change is an improvement?*)
- Selecting changes (*What changes can we make that will result in improvement?*)
- Testing changes – Plan-Do-Study-Act
- Implementing change
- Spreading change

PDSA

The **Plan** phase consists of studying the current situation, gathering data, and planning for improvement.

- Make a plan for the change:
 - What change will occur?
 - Who will be responsible for making the changes?
 - When will the changes occur?
 - Why or how will the changes occur?

In the **Do** phase, the plan is implemented on a trial basis.

- The action plan is implemented
- Test the change
- Document the result of the change
- Continue to monitor the data

The **Study** phase determines whether the trial plan is working correctly and if any further problems or opportunities are found.

- Verify if the changes were implemented as planned
- Verify the effects of the change
- Analyze results of data and evaluate reasons for variation

In the last phase, **Act**, the final plan is implemented and the improvements become standardized and practiced continuously.

- Act on what is learned and determine next steps
- Modify/abandon unsuccessful plan
- What changes are to be made?
- Implement successful plan (*If you first use as a trial, try full implementation*)

TIPS ON PDSA CYCLE

When you plan your PDSA project, make sure you are clear about who is doing what, where and when.

- Think of a small PDSA project to start with (trial/pilot first)
- Document your CQI efforts as you go: the plan, the results, what you learned, and what you are going to do next
- Think about what you have learned, and to build on your knowledge for further improvement
- If your plan didn't work as desired, try it again

PERFORMANCE MEASUREMENT

- The QI team should specify performance expectations or goals
- The QI team should establish performance measures or indicators so that results can be evaluated
- The QI team should maintain ongoing measurement and assessment of all activities in any process in order to verify that improvements are maintained

To determine what should be measured, you should formulate questions regarding your performance goals. For example:

- Which outcomes are most important to our patients and how can they be measured?
- What are the patient's expectations and how can we measure their satisfaction?
- What are CMS and Network expectations and how can these be measured?