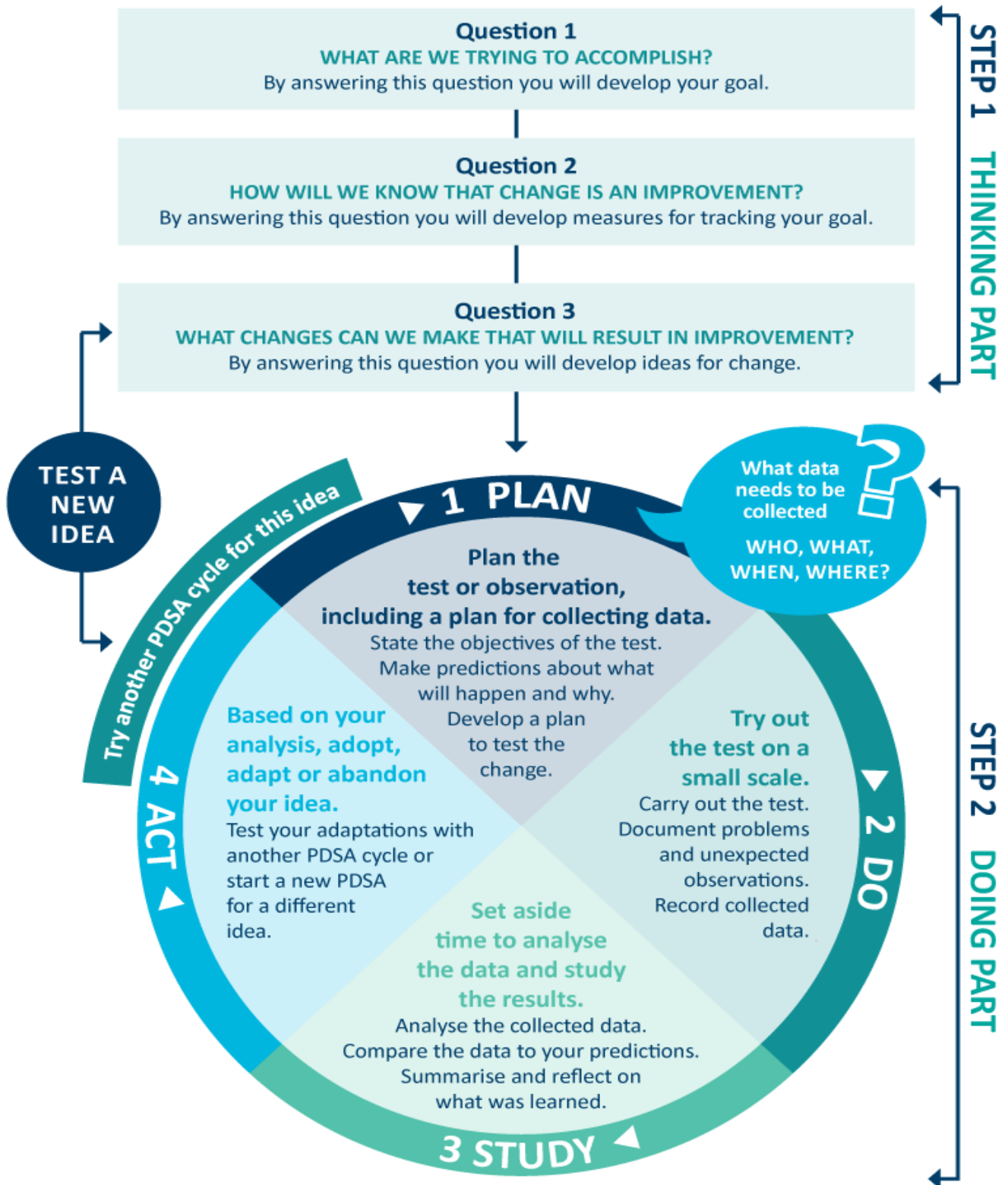


Model for Improvement diagram



Source: <http://www.ihl.org/resources/Pages/HowtoImprove/ScienceofImprovementTestingChanges.aspx>

MFI and PDSA template

Step 1: The thinking part - The 3 fundamental questions

Practice name: Jestsun's Family Practice	Date: 01/02
Team members: George (practice nurse), Elroy (GP) and Jane (receptionist)	
Q1. What are we trying to accomplish? (Goal)	
By answering this question, you will develop your GOAL for improvement. Record this as a S.M.A.R.T. goal (S pecific, M easurable, A chievable, R elevant, T ime bound).	
Our goal is to increase the number of our active patients with COPD who have an influenza vaccine by 20 by 30 th June.	
Q2. How will I know that a change is an improvement? (Measure)	
By answering this question, you will determine what you need to MEASURE in order to monitor the achievement of your goal. Include how you will collect your data (e.g. Primary Sense reports, patient surveys etc). Record and track your baseline measurement to allow for later comparison.	
We will measure the percentage of active patients with COPD who have had a flu vaccine recorded.	
To do this, we will initially run the Primary Sense report (as referenced in the plan section) to establish our baseline.	
We will then run the Primary Sense report at the end of each month and record our increases to track improvements.	
BASELINE MEASUREMENT: 75 active patients with COPD have had a flu vaccination DATE: 01 February	
Q3. What changes could we make that will lead to an improvement? (List your IDEAS)	
By answering this question, you will generate a list of IDEAS for possible changes you could implement to assist with achieving your S.M.A.R.T. goal. You will test these ideas using part 2 of this template, the 'Plan, Do, Study, Act (PDSA)' cycle. Your team could use brainstorming or a driver diagram to develop this list of change ideas.	
IDEA: Use Primary Sense to identify patients with COPD who have not had a flu vaccination in the past 15 months (directions for accessing Primary Sense reports in the plan section below).	
IDEA: Check AIR records to ensure the patients in the Primary Sense report have not had their flu vaccination elsewhere.	
IDEA: Source and provide endorsed patient education resources (in waiting rooms, toilets etc.).	
IDEA: Run an awareness campaign for COPD and flu vaccination.	

Note: Each new GOAL (1st Fundamental Question) will require a new Model for Improvement plan.

Source: Langley, G., Nolan, K., Nolan, T., Norman, C. & Provost, L. 1996, The Improvement Guide, Jossey-Bass, San Francisco, USA.

MFI and PDSA template

Step 2: The doing part - Plan, Do, Study, Act

You will have noted your IDEAS for testing when you answered the 3rd fundamental question in step 1. You will use this template to test an idea. Ensure you communicate the details of the plan to the entire practice team.

IDEA	Record the change idea you are testing
Which idea are you going to test? (Refer to Q3, step 1 above)	
Use Primary Sense to identify patients with COPD who have not had a flu vaccination in the past 15 months	
PLAN	Record the details of how you will test your change idea
Plan the test, including a plan for collecting data	What exactly do you plan to do? Record who will do what; when they will do it (day, time etc) and for how long (1 week, 2 weeks etc); and where (if applicable); the data to be collected; and predictions about the outcome.
<p>WHAT: We will use Primary Sense to identify active patients with COPD who have not had a flu vaccination recorded in the past 15 months. We will ensure there is adequate stock of the vaccine to ensure patient demand is met. Whilst running the Primary Sense report, we will also identify any patients who have an existing appointment. We will also check AIR records to ensure patients have not had their vaccination elsewhere. We will contact patients by phone to offer appointments with the nurse and the GP for the vaccination.</p> <p>WHO: Jane, the receptionist and George, the practice nurse.</p> <p>WHEN: Begin 15 February.</p> <p>DATA TO BE COLLECTED: number of active patients with COPD who have not had a flu vaccination recorded in the past 15 months.</p> <p>This can be done by using one of the following two Primary Sense reports:</p> <p>Winter Wellness report</p> <ol style="list-style-type: none"> 1. Open Primary Sense 2. Click on reports 3. Click on fluvax in the keyword filter section 4. Double click on the Winter Wellness report 5. Using the search function, search for COPD or Chronic Obstructive Pulmonary Disease (depending on how your practice codes) 6. You can use the up and down arrow function next to last flu vax vaccination to filter dates. 7. Optional - Export the report to Excel or CVS to save or print. <p>OR</p> <p>Patients missing PIP QI or accreditation measures report</p> <ol style="list-style-type: none"> 1. Open Primary Sense 2. Click on reports 3. Click on PIP QI in the keyword filter section 4. Double click on the patients missing PIP QI or accreditation measures report 5. Using the search function, search for COPD or Chronic Obstructive Pulmonary Disease (depending on how your practice codes) 6. You can use the up and down arrow function next to flu vax to identify patients who have not had or are due for their flu vax 7. Optional - Export the report to Excel or CVS to save or print. <p>PREDICTIONS: We predict that we will see an increase of 20 vaccinations for patients with COPD who have not had an influenza vaccination in the past 15 months. This will result in 95 patients in total being vaccinated for influenza by 30th June.</p>	

DO	Run the test, then record your actions, observations and data
Run the test on a small scale	What did you do? Were there any deviations from the original plan? Record exactly what you did, the data collected and any observations. Include any unexpected consequences (positive or negative).
	<p>15 February - Jane, the receptionist ran the Winter Wellness report in Primary Sense. Jane double checked the existing appointment field in the Primary Sense report to ensure the patients do not already have an appointment booked. She found a small amount of patients had appointments booked so she asked George, the practice nurse to add prompts in Primary Sense so that Elroy, the GP saw this when he saw the patient next.</p>
	<p>17 February – George checked AIR records to make sure the patient had not received the influenza vaccination elsewhere. George found 2 patients on their list who had received their influenza vaccination within the past 2 months so he removed them from the list.</p>
	<p>19 February – George added the prompts into Primary Sense for the patients who already have appointments booked.</p>
	<p>22 February – George checked the vaccination stock levels prior to contacting patients to make sure there was adequate stock levels. Lucky George did this as they needed to order some more.</p>
	<p>28 February - Jane, the receptionist phoned the patients identified to invite them to come in for an appointment. (please note: contacting patients by phone is this practice’s preferred method of reminders or prompts – if your practice has an SMS service in place, this would work well also).</p>
	<p>13 March – Elroy, the GP saw his first patient from the list. George, the practice nurse administered the influenza vaccination. Elroy also saw that the patient had a waist circumference of 103 and as the patient was a male and had no other chronic conditions, he was eligible for the My Health for Life (MH4L) program. Elroy asked George, the practice nurse to conduct a MH4L referral whilst administering the influenza vaccination to assist the patient with decreasing the risk of him developing any further chronic conditions.</p>
	<p>19 March – Elroy saw another patient who had a prompt listed in Primary Sense. Although the patient had an appointment for another reason, Elroy spoke to the patient about getting the vaccination. Elroy checked with Jane if she had time to fit the patient in for the vaccination. Jane did have time and the patient had their vaccination done.</p>
	<p>30 March – George ran the Primary Sense report to see how they were tracking. The report reflected that 7 patients with COPD had received their influenza vaccination so far. This is great news as they still had 3 months to go in the project.</p>
	<p>28 May – George ran the Primary Sense report again to see how they were tracking. The report reflected that a further 5 patients with COPD received their influenza vaccination giving them a total of 12.</p>
	<p>30 June – George ran the Primary Sense report to analyse the improvements and successfulness of the project. George found that they administered 22 influenza vaccinations to patients with COPD.</p>

STUDY	Analyse the data and your observations
Analyse the results and compare them to your predictions	Was the plan executed successfully? Did you encounter any problems or difficulties? What worked/didn't work? What did you learn on the way? Compare the data to your predictions. Summarise and reflect on what was learned.
<p>The plan was successful and went better than we expected. We originally expected an increase from our baseline of 75 to 95 which would have been an increase of 20 however, we actually saw an increase of 22 which equates to 97 patients overall.</p> <p>We learnt that it is very easy to incorporate other preventative health programs such as My Health for Life to support patients.</p> <p>We were very proud of what we achieved so we included this in our monthly staff email to congratulate the team on what we achieved together. The team is excited to see what other quality improvement activities we can do.</p> <p><i>Communicate the results of your activity with your whole team. Celebrate any achievements, big or small.</i></p>	
ACT	Record what you will do next
Based on what you learned from the test, record what your next actions will be	Will you adopt, adapt or abandon this change idea? Record the details of your option under the relevant heading below. <i>ADOPT: record what you will do next to support making this change business as usual; ADAPT: record your changes and re-test with another PDSA cycle; or ABANDON: record which change idea you will test next and start a new PDSA.</i>
<p>ADOPT: We are going to schedule a yearly search using this same method to identify eligible patients to be business as usual.</p> <p>ADAPT: We are going to continue using the prompts feature in Primary Sense and will test this out using another PDSA.</p> <p>ABANDON:</p>	

Repeat step 2 to re-test your adapted plan or to test a new change idea