Model for Improvement diagram

Question 1
WHAT ARE WE TRYING TO ACCOMPLISH?
By answering this question you will develop your goal.

Question 2
HOW WILL WE KNOW THAT CHANGE IS AN IMPROVEMENT?
By answering this question you will develop measures for tracking your goal.

Question 3
WHAT CHANGES CAN WE MAKE THAT WILL RESULT IN IMPROVEMENT?
By answering this question you will develop ideas for change.

STEP 1 THINKING PART

TEST A NEW IDEA

Try another PDSA cycle for this idea

1 PLAN

What data needs to be collected
WHO, WHAT, WHEN, WHERE?

Plan the test or observation, including a plan for collecting data.
State the objectives of the test. Make predictions about what will happen and why. Develop a plan to test the change.

Try out the test on a small scale.
Carry out the test. Document problems and unexpected observations. Record collected data.

Based on your analysis, adopt, adapt or abandon your idea.
Test your adaptations with another PDSA cycle or start a new PDSA for a different idea.

4 ACT

2 DO

Set aside time to analyse the data and study the results.
Analyse the collected data. Compare the data to your predictions. Summarise and reflect on what was learned.
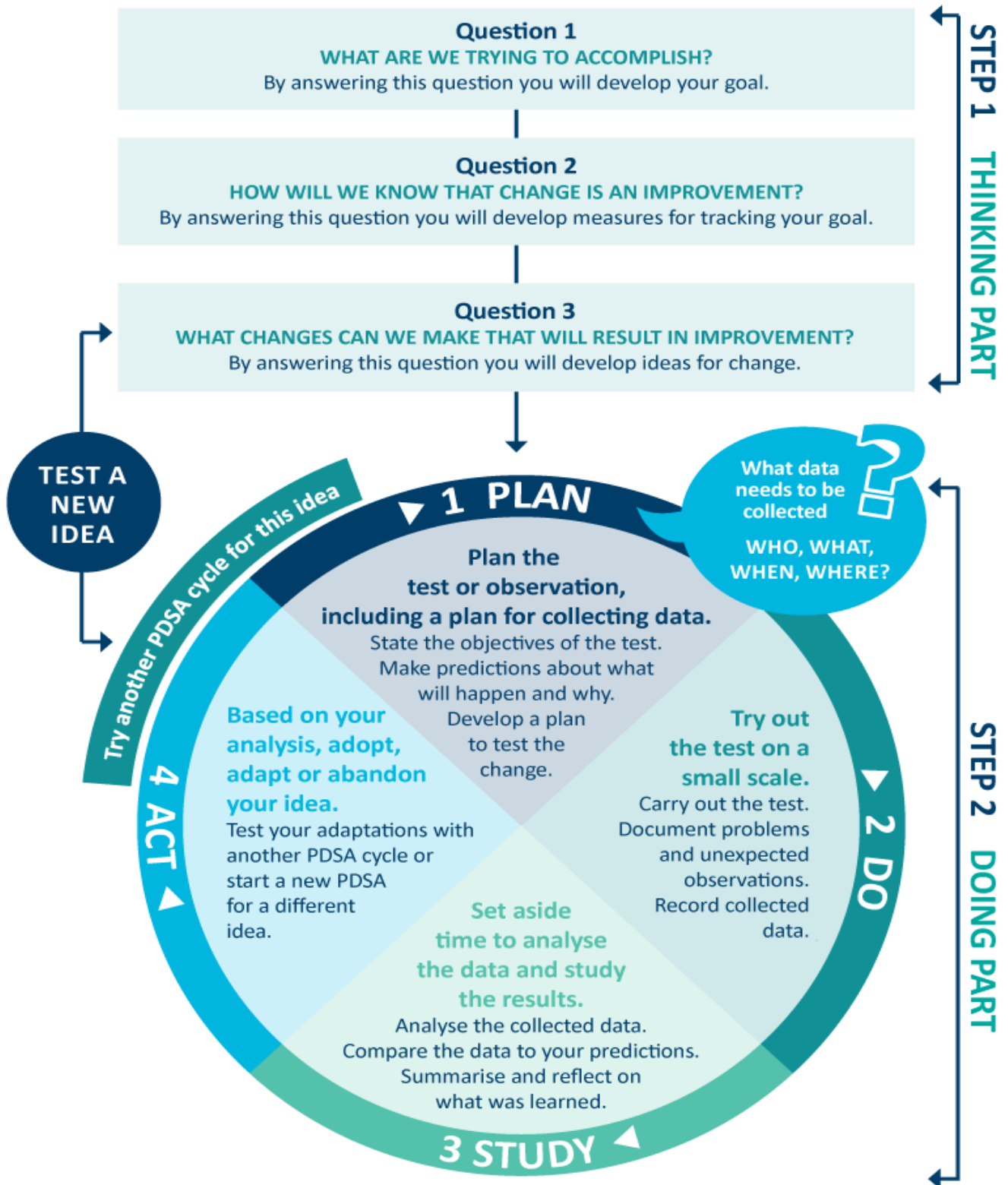
3 STUDY

STEP 2 DOING PART

Source: http://www.ihi.org/resources/Pages/HowtoImprove/ScienceofImprovementTestingChanges.aspx

MFI and PDSA template

Step 1: The thinking part - The 3 fundamental questions

Practice name: Under the Sea Practice	Date: 01/04

Team members: Ariel (practice manager), Ursula (GP) and Sebastian (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 diabetes, type I or II who have had their influenza vaccination by 15 patients by 30 July.

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 use the Diabetes Mellitus report in Primary Sense to measure the number of patients with diabetes type I or II who have received their influenza vaccination each month until 30 July.

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: 85 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.MA.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: Search Primary Sense to identify patients with diabetes who are due or overdue for the influenza vaccination.

IDEA: Contact these patients to book in appointments.

IDEA: Review recall and reminder system to ensure routine care plan reminders are being initiated

IDEA: Send reminder to patients with diabetes type I or II who have an overdue GPMP/review

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)*	
Search Primary Sense to identify patients with diabetes who are due or overdue for the influenza vaccination.	

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.

WHAT: Search Primary Sense to identify patients with diabetes who are due or overdue for the influenza vaccination.

WHO/WHEN/WHERE: Ariel, the practice manager will run a Diabetes Mellitus report in Primary Sense on 15 April. Ariel will also double check the existing appointment field to ensure the patients do not already have an appointment booked. If they do have any appointment booked. Ariel will flag this in the alerts section of Primary Sense. Ariel will also check the AIR records to see if the patient had received their influenza vaccine elsewhere. Ariel will then ask Sebastian, the receptionist to set up a recall for the patients identified once she has the list ready.

DATA TO BE COLLECTED: Identify patients with diabetes who are eligible for their influenza vaccination.
This will be done using the Primary Sense report function using the following instructions:
1. Open Primary Sense
2. Click on reports
3. Click on diabetes in the keyword filter section
4. Double click on the Diabetes Mellitus report to run the report
5. Scroll down to the 'Patients with diabetes who may be eligible for chronic care occasions of service' category to find the last date that patients received their fluvax. You can use the up and down arrow function to filter – nil references no record
6. Optional - Export the report to Excel or CVS to save or print.

PREDICTIONS: We predict that we will see an increase of 15 patients with diabetes type I or II receiving an influenza vaccination which will equate to a total of 100 patients with diabetes being vaccinated for influenza.

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).

15 April - Ariel, the practice manager ran the diabetes mellitus report in Primary Sense. Ariel double checked the existing appointment field in the Primary Sense report to ensure the patients do not already have an appointment booked. Ariel found a small amount of patients had appointments booked so she added alerts in Primary Sense so that Ursula, the GP saw this when he saw the patient next.

17 April – Ariel checked the AIR records for the patients on the Primary Sense report list and found that one patient had received their influenza vaccination so she removed the patient from the list.

30 April - Sebastian, the receptionist set up a recall for the patients identified from Ariel.

10 May – Ursula, the GP saw her first patient from the list and the patient received their influenza vaccination.

15 May – our Brisbane South PHN Quality Improvement Coordinator visited the practice today to check in and see how we were going with our PDSA. She suggested that we use the influenza vaccination target poster to assist us with tracking our goal. We are excited to start using this as it gives us a great visual of how we are going.

30 May – Ariel checked the Primary Sense report to see how they were tracking and found that they had administered 10 influenza vaccinations to patients with diabetes. Ariel added this onto their target poster.

19 June – Ursula saw a patient with diabetes for their regular check up and noticed that there was a prompt on Primary Sense that the patient was overdue for their influenza vaccination. Ursula spoke to the patient about the influenza vaccination and asked Ariel to fit the patient in. The patient received their influenza vaccination.

30 June - Ariel checked the Primary Sense report to see how they were tracking with one month to go for their project and found that they had administered a further 7 influenza vaccinations to patients with diabetes. Ariel added this onto their target poster which brought them to a total of 17.

30 July – Ariel checked the Primary Sense report to analyse how the project went and see what their overall improvements were. Ariel found that they had administered a further 5 influenza vaccinations to patients with diabetes which brought them to a total of 22 for the project. Ariel added this to the target poster and decided that they will keep adding to it for now even though the project had finished.

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.

The plan was successful and went better than we expected. We originally expected an increase from 85 to 100 which would have resulted in 15 patients being vaccinated but we saw a total of 107 which equates to an increase of 22 overall.

We included our achievement as an agenda item for our staff meeting to celebrate and to plan our future quality improvement.

Communicate the results of your activity with your whole team. Celebrate any achievements, big or small.

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. *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.*

ADOPT: Through this process, we have recognised the importance of our patients who have diabetes being vaccinated for influenza. Therefore, we are going to do a search to identify patients with diabetes who are eligible for their influenza vaccination in April every year to make this business as usual.

ADAPT:

ABANDON:

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