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.

▼ 2 DO

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 ▼

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 ◄

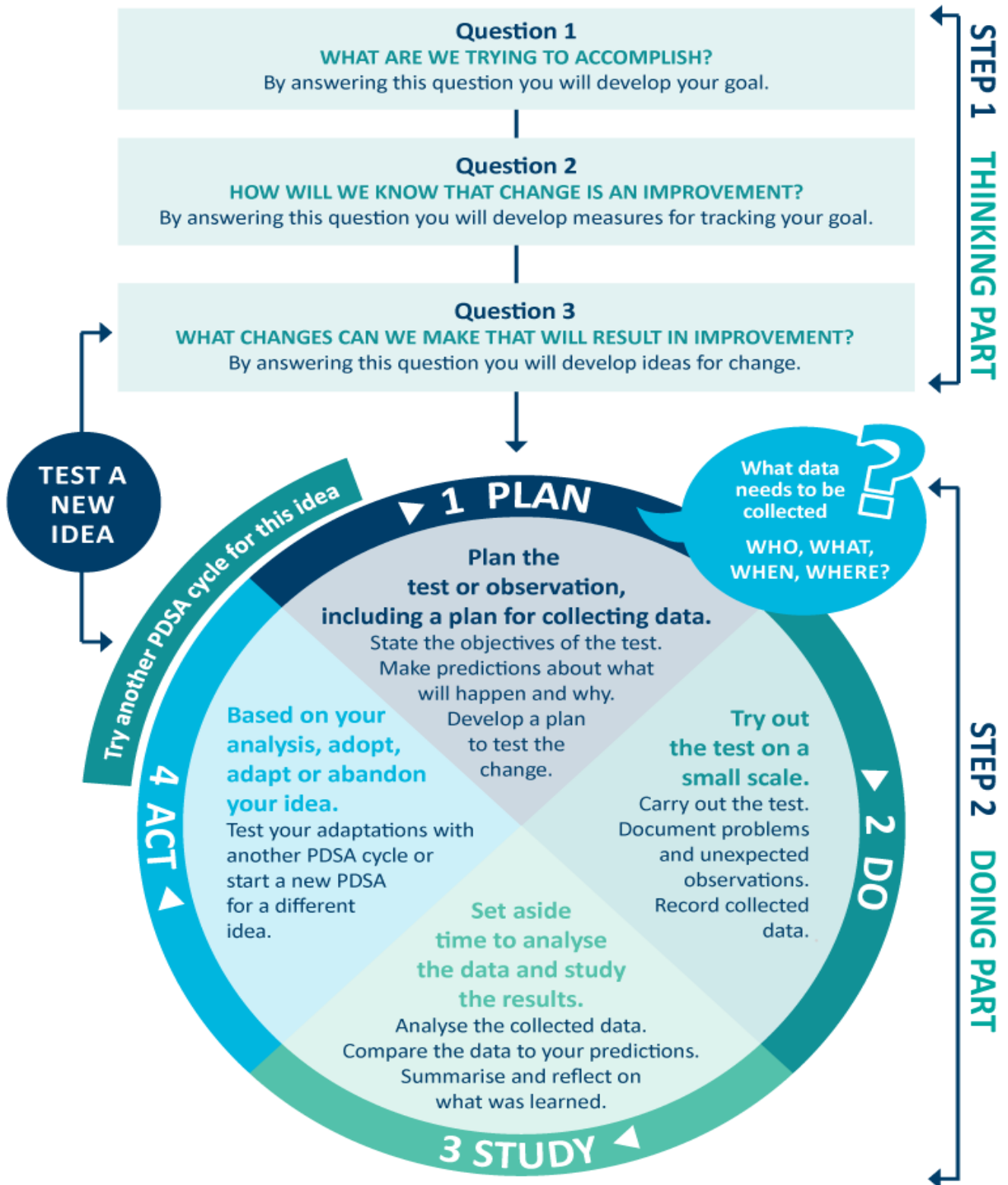**STEP 2   DOING PART**

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: Millennium Falcon Family Practice	Date: 08/02

Team members: Luke (practice manager), Hans (practice nurse) and Leia (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).
By 30 July, we are aiming to administer influenza vaccinations to 15 active patients with COPD who identify as First Nation Peoples who have not had an influenza vaccination recorded in the past 15 months.

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 First Nations patients with COPD who are eligible for an influenza vaccination.   To do this, we will initially run the Primary Sense report (as referenced in the plan section) to establish our baseline.   We will then use the Brisbane South PHN influenza target poster to record the influenza vaccinations we administer and track improvements.
BASELINE MEASUREMENT: Currently, there are 47 patients eligible   DATE: 08/02

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: Use Primary Sense to search for patients with COPD who identify as ATSI and are eligible for an influenza vaccination.   IDEA: Contact all eligible patients to book in for an influenza vaccination.   IDEA: Put up posters around the practice (in the waiting area, treatment room etc) to raise awareness of influenza vaccinations for First Nations People.

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 search for patients with COPD who identify as ATSI and are eligible for an 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.

Idea: Use Primary Sense to search for patients with COPD who identify as ATSI and are eligible for an influenza vaccination.

Who: Luke.

What: Luke will conduct the search for eligible patients using Primary Sense. To do this, Luke will:
1. Click on reports
2. Click on fluvax in the keyword filter section
3. Double click on the Winter Wellness report
4. Using the search function, search for COPD or Chronic Obstructive Pulmonary Disease (depending on how your practice codes)
5. You can use the up and down arrow function next to last flu vax vaccination to filter dates.
6. Use the up and down arrow function next to ATSI to filter (Y indicates yes)
7. Optional - Export the report to Excel or CVS to save or print.

When: 15 February

Data to be collected: Total number patients with COPD who identify as ATSI and are eligible for a influenza vaccination.

Predictions: Currently, we have 47 eligible patients as per the Primary Sense search. Our prediction is that we decrease this to 32 patients through vaccinating 15 eligible patients.

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 February – Luke, the practice manager ran the Primary Sense report to identify eligible patients.

19 February – Luke gave the list to Leia, the receptionist to download any missing immunisation records from AIR and save them to the patients file. Luke asked that once Leia had downloaded the records and saved them to the files, she could commence contacting patients to invite them to come in for their vaccination.

25 February – Leia started contacting the patients. They didn't have an SMS service for communicating with patients so Leia called the patients individually.

1 March – The first patient came in for their vaccination and saw Hans, the practice nurse. Hans used updated AIR directly from the practice's clinical software to reflect that the patient had received their vaccination.

30 March – Luke checked the influenza target poster to see how they were tracking and found that they had administered 5 influenza vaccinations to patients with COPD and who identify as ATSI so far for the project.

28 April – Luke checked the influenza target poster again to see how they were tracking and discovered that they had administered a further 3 influenza vaccinations to patients with COPD and who identify as ATSI. Luke thought that April might have a slight dip this month due to Easter and a lot of their families go away for the school holidays. This brings their total for the project to 8 influenza vaccinations overall.

30 May – Luke checked the influenza target poster to see how they were tracking and found that they had administered 7 influenza vaccinations to patients with COPD and who identify as ATSI. Luke was excited as that brings their total to 15 so far for the project.

29 June - Luke checked the influenza target poster again to see how they were tracking and found that they had administered a further 3 influenza vaccinations to patients with COPD and who identify as ATSI so far for the project. They had a few patients reschedule and cancel their appointments due to illness which could be attributed to the reason they are experiencing another dip.

30 July - Luke checked the influenza target poster to analyse the numbers and finalise the project. Luke discovered that they had administered a further 5 influenza vaccinations to patients with COPD and who identify as ATSI which brought their total for the project to 23.

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 very easy and Luke was very impressed with how quick and easy it was to use Primary Sense.

Luke anticipated that there would potentially be some lulls due to school holidays as they usually see a decline in appointments however, despite having 2 big lulls in the project, we ended up having 23 patients book in for an appointment to be vaccinated which saw a big increase to what we originally predicted.

Using the Brisbane South PHN tracking poster was great and a good visual way to track our progress.

We discussed the outcome of the idea at our monthly staff meeting and the team all commented on how easy the idea was to execute.

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: We are going to run this report prior to the flu season commencing every year to remind eligible patients to come in for their influenza vaccination.

ADAPT:

ABANDON:

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