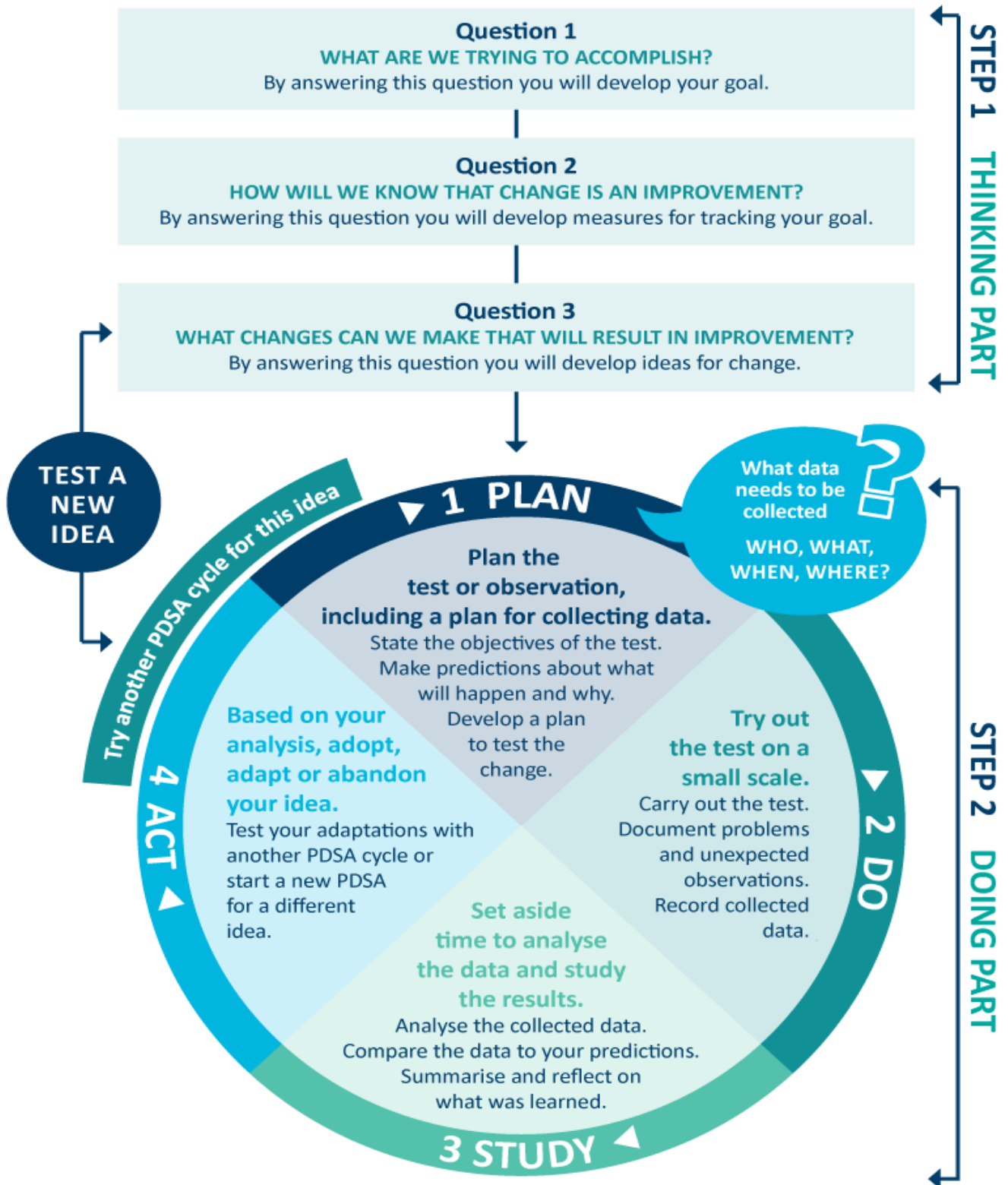


# Model for Improvement diagram



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

# MFI and PDSA template

## Step 1: The thinking part - The 3 fundamental questions

<b>Practice name: Gotham City Medical Centre</b>	<b>Date: 05/01</b>
<b>Team members: Bruce (practice manager), Alfred (receptionist) and Robin (practice nurse)</b>	
<b>Q1. What are we trying to accomplish? (Goal)</b>	
By answering this question, you will develop your GOAL for improvement. Record this as a S.M.A.R.T. goal (Specific, Measurable, Achievable, Relevant, Time bound).	
Our goal is to increase the ethnicity status recorded for 60 of our active patients by 31 July.	
<b>Q2. How will I know that a change is an improvement? (Measure)</b>	
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 ethnicity recorded.	
To do this, we will initially run the Primary Sense report (as referenced in the idea section) to establish our baseline.	
We will then run the Primary Sense report at the end of each month and record the decreases to track improvements.	
BASELINE MEASUREMENT: 276 active patients are missing their ethnicity recorded	DATE: 05/01
<b>Q3. What changes could we make that will lead to an improvement? (List your IDEAS)</b>	
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 <a href="#">driver diagram</a> to develop this list of change ideas.	
IDEA: Ensure new patient forms ask for patients' ethnicity and identify a team member to update this information on the patient record.	
IDEA: Practice clinical team check ethnicity status during every consultation.	
IDEA: Practice nurse to opportunistically see patients and check their ethnicity, and other lifestyle risk factors such as height, weight, BMI & BP.	
IDEA: Check Primary Sense to measure how many patients are missing their ethnicity recorded.	

**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)	
Ensure new patient forms ask for patients' ethnicity and identify a team member to update this information on the patient record.	
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: Ensure new patient forms ask for patients' ethnicity and identify a team member to update this information on the patient record	
Who: Bruce, practice manager	
What: Bruce will review and update new patient form to include a question surrounding ethnicity.	
When: 10 February	
Data to be collected: If the patient form has been updated and as a result of this, if the number of active patients with their ethnicity recorded has improved.	
To measure this initially and evaluate the improvement, we will use the patients missing PIPQI or accreditation measures report in Primary Sense. Use the following instructions to access the report:	
<ol style="list-style-type: none"> <li>1. Open Primary Sense</li> <li>2. Click on reports</li> <li>3. Click on PIPQI in the keyword filter section</li> <li>4. Double click on the patients missing PIPQI or accreditation measures report to run the report</li> <li>5. Use the up and down arrow function next to ethnicity to filter (N indicates no record)</li> <li>6. Optional - Export the report to Excel or CVS to save or print.</li> </ol>	
Predictions: Currently, 276 of active patients are missing their ethnicity recorded. We predict that 60 patients will have their file updated with their ethnicity status recorded through the use of the updated new patient form. This will result in a reduction to 216 patients missing their ethnicity recorded.	

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>10 February – Bruce, the practice manager asked Robin, the practice nurse to run the Primary Sense report to measure how many patients are missing their ethnicity being recorded.</p> <p>13 February - Bruce, the practice manager researched resources surrounding patient ethnicity and how to ask the question. Bruce found that the Brisbane South PHN has a wide range of multicultural health resources on their <a href="#">Website</a>.</p> <p>15 February – Bruce used the <a href="#">RACGP New Patient Form Template</a> to help guide the update – particularly surrounding the ethnicity questions.</p> <p>20 February – Bruce circulated the proposed new patient form to the practice team for feedback.</p> <p>27 February – Bruce asked Alfred, the receptionist to print multiple copies of the new patient form to put into use.</p> <p>1 March – Bruce sent out an email update to the practice team to advise them of the update and attached some resources to support the practice team in asking questions surrounding ethnicity opportunistically.</p> <p>15 March – Alfred started updating the new patient forms as they came in but soon realised that it would be easier to do every 2 weeks. Alfred put a reminder in his calendar to input any changes to existing patients files from the new patient forms.</p> <p>19 March – An existing patient came in for their appointment and advised Alfred that they had moved address. Alfred asked the patient to fill in the new patient form to update all of their information to ensure it was all correct. The patient included their ethnicity and this was then updated by Alfred in his 2 weekly data entry.</p> <p>31 July – Bruce ran the primary sense report again to analyse their results for the project. It reflected that 71 patients had their ethnicity recorded.</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 form update has been a success. We were initially hesitant to do the update as we didn't know how to ask the question whilst being culturally respectful but with the help of the Brisbane South PHN toolkit and resources, it was surprisingly easy.</p> <p>We predicted that we would see an increase of 60 patients having their ethnicity recorded however, we actually achieved an increase of 71 resulting in 205 patients missing their ethnicity recorded.</p> <p>Members of the practice team have reported that the resources sent by email have been helpful and they feel more confident to ask patients about their ethnicity.</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 continue using the updated new patient form and incorporate this into business as usual. We are also going to continue to ask questions surrounding patients ethnicity opportunistically.</p> <p>ADAPT:</p> <p>ABANDON:</p>

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