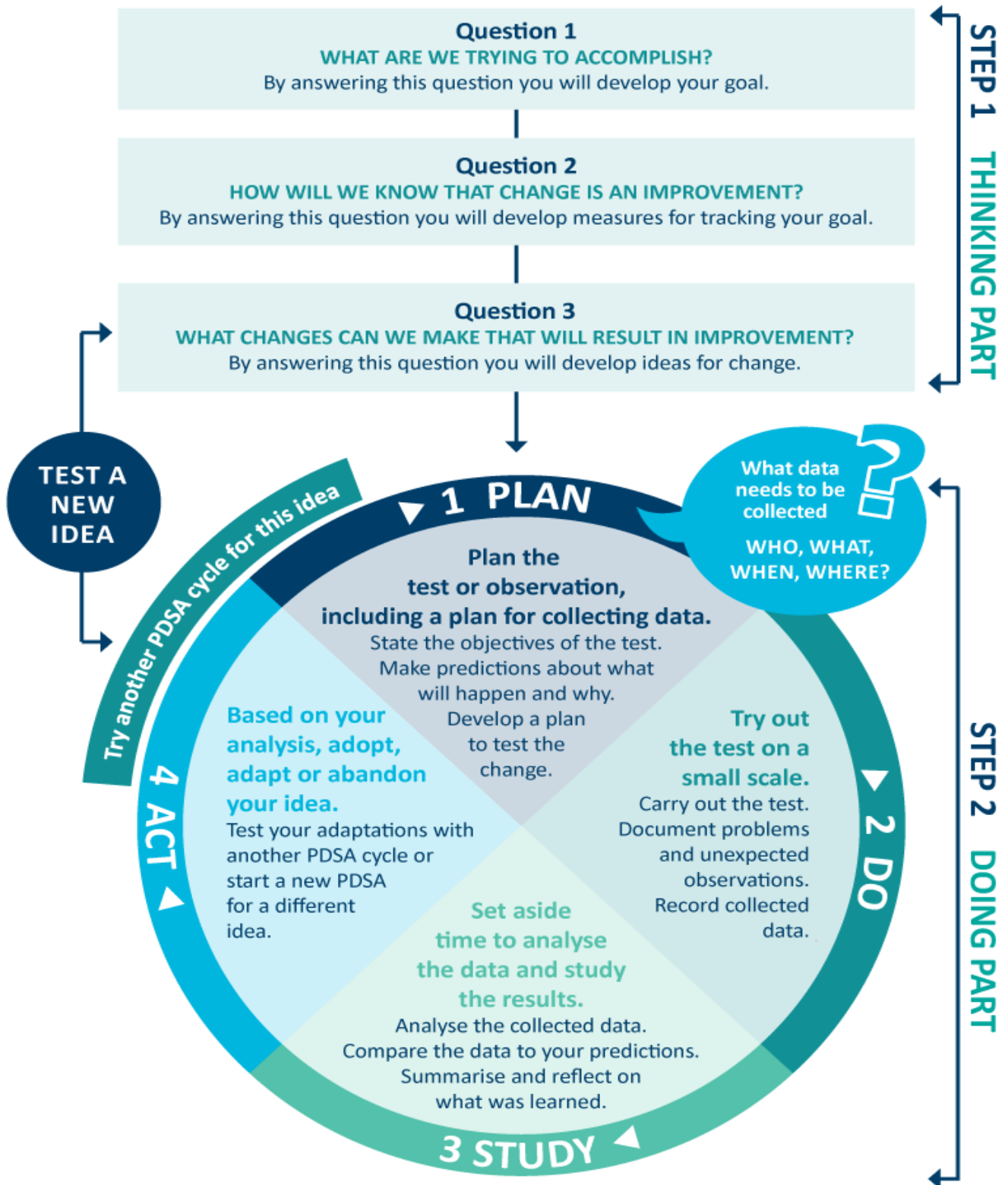


# Model for Improvement diagram



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: Ali Ababa Practice</b>   | <b>Date: 11/02</b> |
| <b>Team members: Aladdin (practice nurse), Jasmine (receptionist), and Jafar (GP)</b>  |                    |
| <b>Q1. What are we trying to accomplish? (Goal)</b>  |                    |
| By answering this question, you will develop your GOAL for improvement.<br>Record this as a S.M.A.R.T. goal ( <b>S</b> pecific, <b>M</b> easurable, <b>A</b> chievable, <b>R</b> elevant, <b>T</b> ime bound).   |                    |
| Increase the number of 45 - 49 health assessments and My Health for Life referrals conducted by 15 by 24th November.   |                    |
| <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.  |                    |
| To measure the improvements, we will measure: <ul style="list-style-type: none"> <li>• The number of patients who are eligible for a 45-49 health assessment initially and,</li> <li>• The number of patients who have a 45-49 health assessment completed.</li> </ul> <p>This will be done by running the Primary Sense Health Assessments Report as per the directions in the plan section.</p> <p>To analyse how many health assessments have been completed, we will run the Primary Sense report again throughout the project and will compare this with the initial report. This will reflect that the list of eligible patients for 45-49 health assessments has decreased.</p> <p>We will also track the number of MH4L referrals completed.</p> <p>BASELINE MEASUREMENT: 65 patients eligible for a 45-49 health assessments and 0 MH4L referrals completed<br/>DATE: 11 February</p> |                    |
| <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: Research 45-49 health assessments and MH4L referrals and develop a process within the clinical team of how to undertake both at the same time  |                    |
| IDEA: Utilise patient resources to promote 45-49 health assessments in our waiting room and on our social media  |                    |
| IDEA: Use the Primary Sense report to identify patients eligible for a 45-49 health assessment and link this in with a MH4L referral where applicable and checking HPOS to ensure assessment hasn't been completed outside of our practice. eligible patients  |                    |
| IDEA: Set up a prompt through an SMS communication based on the list of eligible patients to invite them to come in for an 45-49 health assessment.  |                    |

**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)   |   |
| Identify patients eligible for a 45-49 health assessment by creating a report in Primary Sense and checking HPOS to ensure assessment hasn't been completed outside of our practice.  |   |
| 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 the Primary Sense report to identify patients eligible for a 45-49 health assessment and link this in with a MH4L referral where applicable and checking HPOS to ensure assessment hasn't been completed outside of our practice. eligible patients   |   |
| Who: Aladdin  |   |
| What: Use the Primary Sense report to identify patients eligible for a 45-49 health assessment and link this in with a MH4L referral where applicable and checking HPOS to ensure assessment hasn't been completed outside of our practice. eligible patients   |   |
| When: 15 July   |   |
| Data to be collected: How many patients eligible for health assessments.  |   |
| This will be done using the Primary Sense report function by:   |   |
| <ol style="list-style-type: none"> <li>1. Open Primary Sense.</li> <li>2. Click on reports .</li> <li>3. Click on health assessments in the keyword filter section.</li> <li>4. Double click on the health assessment report.</li> <li>5. Refer to the 45-49 health assessment patient list</li> <li>6. Use the up and down arrow function to filter dates.</li> <li>7. Optional - Export the report to Excel or CVS to save or print.</li> </ol> |   |
| Predictions: Current base line is 8 for 45-49 health assessments and 0 for My Health for Life referrals. Our prediction is that My Health for Life referrals and 45-49 health assessments will increase by 15 (for both) brings this to a total of 23 45-49 health assessments and 15 My Health for Life referrals by 24 November.  |   |

| 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). |
| 16 July - Aladdin, the practice nurse ran the health assessment report in Primary Sense. Aladdin also checked HPOS to make sure that the patient had not had a 45-49 health assessment previously.   |  |
| 25 July - Aladdin gave the list to Jasmine, the receptionist who set up an SMS communication to the eligible patients on the list.   |  |
| 30 July – The first calls came through for booking in health assessments. There were a few questions that Jasmine wasn't sure of so she asked Aladdin for some support. Aladdin made up a poster with some dot points about the health assessments for Jasmine to reference when another patient asks her any questions.   |  |
| 10 August – Jafar, the GP and Aladdin, the practice nurse conducted their first health assessment. The female patient had a waist circumference of 91 and had no other chronic conditions so was eligible for the My Health for Life (MH4L) program. Aladdin conducted the MH4L referral whilst completing the health assessment at the same time to streamline the process.   |  |
| 31 August – Aladdin ran the Primary Sense report again to make sure they were on track with their 45-49 health assessments. Aladdin found that they had conducted 3 45-49 health assessments since starting the project which they were happy with. Aladdin also identified that they had missed a step from the ideas section which was to do with tracking MH4L referrals. Aladdin asked Jasmine, the receptionist to create a template for them to manually track their MH4L referrals. |  |
| 2 September – Jasmine created the template for tracking the MH4L referrals and sent it to Aladdin to make sure it was what he was wanting. Aladdin thanked Jasmine for her hard work and advised it was exactly what he was wanting. Aladdin then sent an email to the clinical team and asked them to use the template when they completed a MH4L referral.   |  |
| 20 October – Aladdin checked the MH4L referral template and ran the Primary Sense report to see how they were tracking with the project. Aladdin found that they had completed 8 MH4L referrals and 14 health assessments.   |  |
| 24 November – Aladdin ran the Primary Sense report again to evaluate the project and found that they had completed a further 4 45-49 health assessments taking them to a total of 18. Aladdin also checked the MH4L template and found that they had completed another 2 MH4L referrals taking them to a total of 10.  |  |

| 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 test worked well and achieved a great result. We anticipated that we would complete 15 health assessments and MH4L referrals but we ended up achieving 18 health assessments and 10 MH4L referrals.</p> <p>We learnt that it is very easy to incorporate My Health for Life into the 45-49 health assessment process as it aligns with the preventative approach.</p> <p>Some other GP's at our practice are also interested in learning more about this process so we have invited BSPHN to come out and do an education session with the whole practice team on identifying patients aged 45-49 and eligible for a health assessment and the My Health for Life program. We also put on a lunch for this session to reward the team for such a successful project outcome.</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 adopt the MH4L assessment and referral process into our 45-49 Health Assessment's as business as usual.</p> <p>When we introduce a new idea to the practice, we will do up a poster with the basic information so that the reception team know how to answer the questions surrounding the new idea.</p> <p>ADAPT: We are going to schedule a yearly search where we run the health assessment report and contact eligible patients to come in for a health assessment.</p> <p>ABANDON:</p>  |  |

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