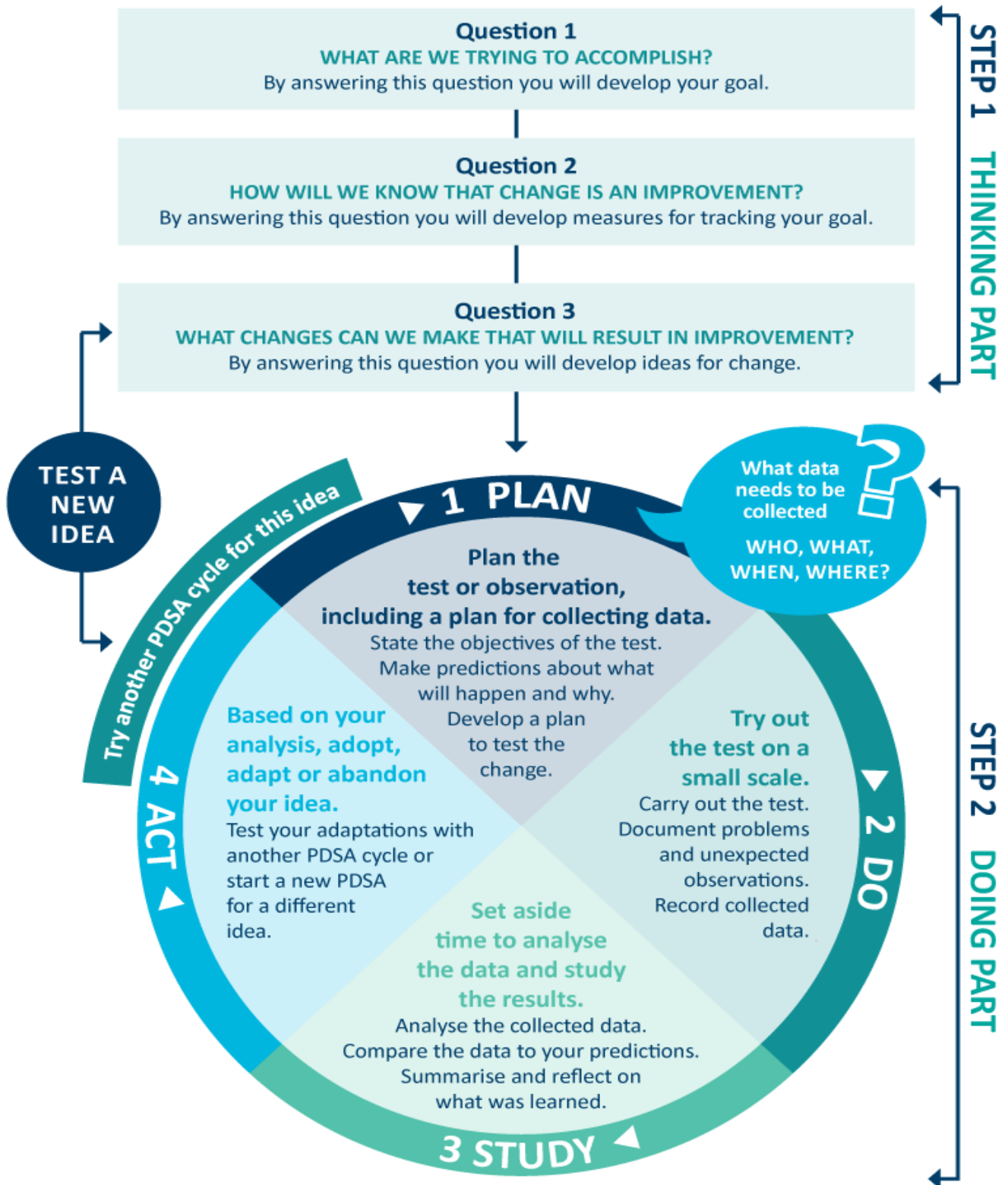


Model for Improvement diagram



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: Pride Rock Practice	Date: 11/02
Team members: Nala (practice manager), Simba (practice nurse), Dr Mufasa (GP) and Pumba (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).	
Increase the number of health assessments completed for Aboriginal and Torres Strait Islander patients by 15 by 24th August.	
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.	
To measure the improvements, we will measure:	
<ul style="list-style-type: none"> • The number of patients who are eligible for a ATSI health assessment initially and, • The number of patients who have a ATSI health assessment completed. 	
This will be done by running the Primary Sense Health Assessments Report as per the directions in the plan section.	
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 ATSI health assessments has decreased.	
BASELINE MEASUREMENT: 36 patients eligible for a ATSI health assessments completed.	
DATE: 11 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: Research ATSI Health Assessments and develop a process within the clinical team of how to undertake the assessment.	
IDEA: Utilise patient resources to promote ATSI health Assessments in our waiting room and on our social media.	
IDEA: Identify patients eligible for an ATSI health assessment by creating a report in Primary Sense and checking HPOS to identify if assessment has been completed elsewhere.	
IDEA: Set up a prompt through an SMS communication based on the list of eligible patients to invite them to come in for an ATSI 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 an ATSI health assessment by creating a report in Primary Sense and checking HPOS to identify if assessment has been completed elsewhere.	
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: Identify patients eligible for a ATSI health assessment by creating a report in Primary Sense and checking HPOS to identify if assessment has been completed elsewhere.	
Who: Simba	
What: Use the Primary Sense Health Assessments search to identify eligible patients.	
When: 15 February	
Data to be collected: How many patients are eligible for a ATSI Health Assessment.	
This will be done using the Primary Sense report function using the following instructions:	
<ol style="list-style-type: none"> 1. Open Primary Sense 2. Click on reports 3. Click on health assessments in the keyword filter section 4. Double click on the health assessment report 5. Scan down to find the Aboriginal and Torres Strait Islander section 6. You can use the up and down arrow function to filter dates and other categories if desired 7. Optional - Export the report to Excel or CVS to save or print. 	
Predictions: Current base line is 7 ATSI Health Assessments. Our prediction is that completed ATSI Health Assessments will increase to 22 (a total of 15 completed as part of this plan) by 24 August.	

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 February - Simba, the practice nurse ran the health assessment report in Primary Sense.	
17 February - Simba gave the report to Nala, the practice manager to check HPOS to make sure that the patients had not had a ATSI Health Assessment previously.	
28 February – Nala gave the report which has been searched through HPOS to Pumba, the receptionist who set up an SMS communication to the eligible patients on the list.	
10 March – Dr Mufasa, the GP and Simba, the practice nurse conducted their first ATSI Health Assessment. The male patient had chronic kidney disease. As he identified as an Aboriginal and was a male, he automatically was eligible for the My Health for Life program. Simba conducted the MH4L referral whilst completing the health assessment at the same time to streamline the process.	
20 March – Simba ran the Primary Sense report again to make sure they were on track with their ATSI health assessments. Simba found that they had conducted 2 ATSI health assessments since starting the project which they were happy with.	
04 April – Dr Mufasa saw a patient who was not booked in for a ATSI health assessment, yet they met the criteria of the ATSI health assessment. Dr Mufasa opportunistically spoke to the patient about the ATSI Health assessment and encouraged the patient to book in. The patient spoke to Pumba and booked in the ATSI health assessment for a future date.	
30 April – Simba ran the Primary Sense report again and found that they had completed a further 3 health assessments including the patient that Dr Mufasa opportunistically spoke to. This brought them to a total of 5 ATSI health assessments completed so far.	
20 May – Simba ran the report again and was surprised to see that they had completed a further 5 ATSI health assessments bringing them to a total of 10 ATSI health assessments. Simba was excited by this number and wanted to encourage the team and praise them for doing such a great job, so he sent an email to the team.	
15 June – The practice had experienced a high number of staff who were sick, so they ended up having to reschedule quite a few ATSI health assessments. Simba was also sick, so she did not run the report for June.	
30 July – Simba ran the Primary Sense report again and found that they had completed a further 3 health assessments over the 2-month period. This was expected due to the illness of staff and delayed appointments. This brought their total to 13.	
24 August – Simba ran the Primary Sense report again to evaluate the project and found that they had completed a further 4 ATSI health assessments taking them to a total of 17.	

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 we ended up completing a total of 17 health assessments which surpassed our expectations.</p> <p>We learnt that it is very easy to incorporate My Health for Life into the ATSI 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 My Health for Life and look at other opportunities for using this approach with 45-49 Health Assessments.</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 ATSI Health Assessment's for business as usual.</p> <p>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. We are also going to look at adapting this process for the 45-49 Health Assessments.</p> <p>ADAPT:</p> <p>ABANDON:</p>	

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