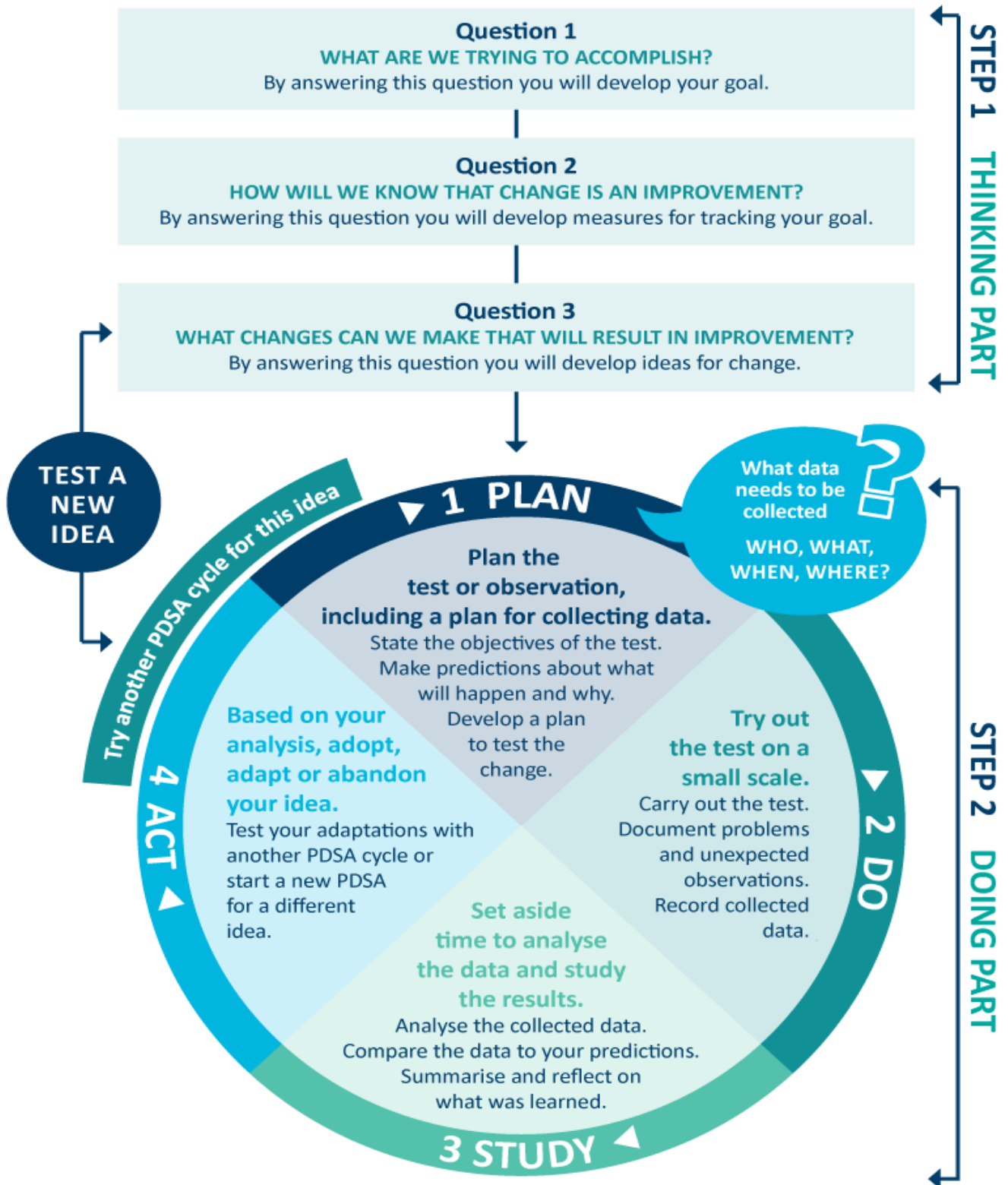


Model for Improvement diagram



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: Moana General Practice	Date: 5/2
Team members: Tefitti (practice nurse), Dr Hei Hei (principal GP) and Maui (practice manager)	
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).	
Have an updated disaster response plan incorporated into the practice's policies and procedures by 30 June.	
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: <ul style="list-style-type: none"> • Gather feedback from all staff on existing response plan against situation and assess relevancy • Develop a checklist against current guidelines that determines the currency of existing response plan • Ensure the updated response plan is distributed to staff following review. 	
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: Conduct staff survey to gather feedback around the practice's response to the COVID-19 pandemic.	
IDEA: Engage an internal emergency response team (e.g. practice manager, principal GP, and head receptionist) as the 'Emergency Response Committee' and assign roles and responsibilities for the continuous reviewing of the practice's disaster response plan	
IDEA: Emergency Response Committee to undertake research of recommended disaster management guidelines to ensure the disaster management plan is updated.	

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)	
Emergency Response Committee to undertake research of recommended disaster management guidelines to ensure the disaster management plan is updated.	
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: Emergency Response Committee to develop a disaster response checklist template to review and assess existing disaster plan against current guidelines.	
WHO: Emergency Response Committee composed of a Maui, practice manager, Dr Hei Hei, principal GP, and Tefitti, the practice nurse.	
WHEN: 10 February	
DATA TO BE COLLECTED: Review of how aligned the existing disaster plan is against guidelines checklist.	
PREDICTIONS: The existing disaster response plan meets 60% of recommendations. We suspect that this is due to the unprecedented nature of COVID-19 which has changed technology, systems, and guidelines since previous pandemics. We predict that through the use of the checklist template, our disaster response plan will meet 80% of recommendations.	
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 – The Emergency Response Committee met to discuss the review the current disaster response plan. It was agreed that due to how time-consuming research is, each Emergency Response Committee member would be assigned a specific aspect i.e. RACGP guidelines, work-flows to research literature from reputable organisations in order to develop a checklist including BSPHN, RACGP and WHO.	
5 March – The Emergency Response Committee met again to discuss their findings. They agreed to develop a checklist to use to asses the existing disaster management plan.	
10 March – Maui, the practice manager developed the checklist template based on the feedback and suggestions from the Emergency Response Committee. Maui then emailed the checklist template to the committee for review and approval.	
13 March – all members of the Emergency Response Committee agreed upon the checklist template and it was put into use for the review process.	

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 plan came together well and was successful.</p> <p>The team working together to establish the checklist template was a great approach and saved time. It also meant that multiple people with different ideas and points of view were able to be included in the process.</p> <p>Dr Hei Hei, the principal GP mentioned that the process was very easy and well carried out. He also mentioned that he would like to see a team approach to other system and procedural updates across the practice.</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: Due to the success of the team approach to developing the checklist template, we will include the practice team in any proposed update processes to see if anyone would like to be involved and share their input.</p> <p>We are also going to use this checklist template for reviewing the disaster management plan every 12 months to make this business as usual.</p> <p>Once the plan is updated, we will need to put in place a process for ensuring that all staff are familiar with plan and their responsibilities within the plan.</p> <p>ADAPT:</p> <p>ABANDON:</p>	

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