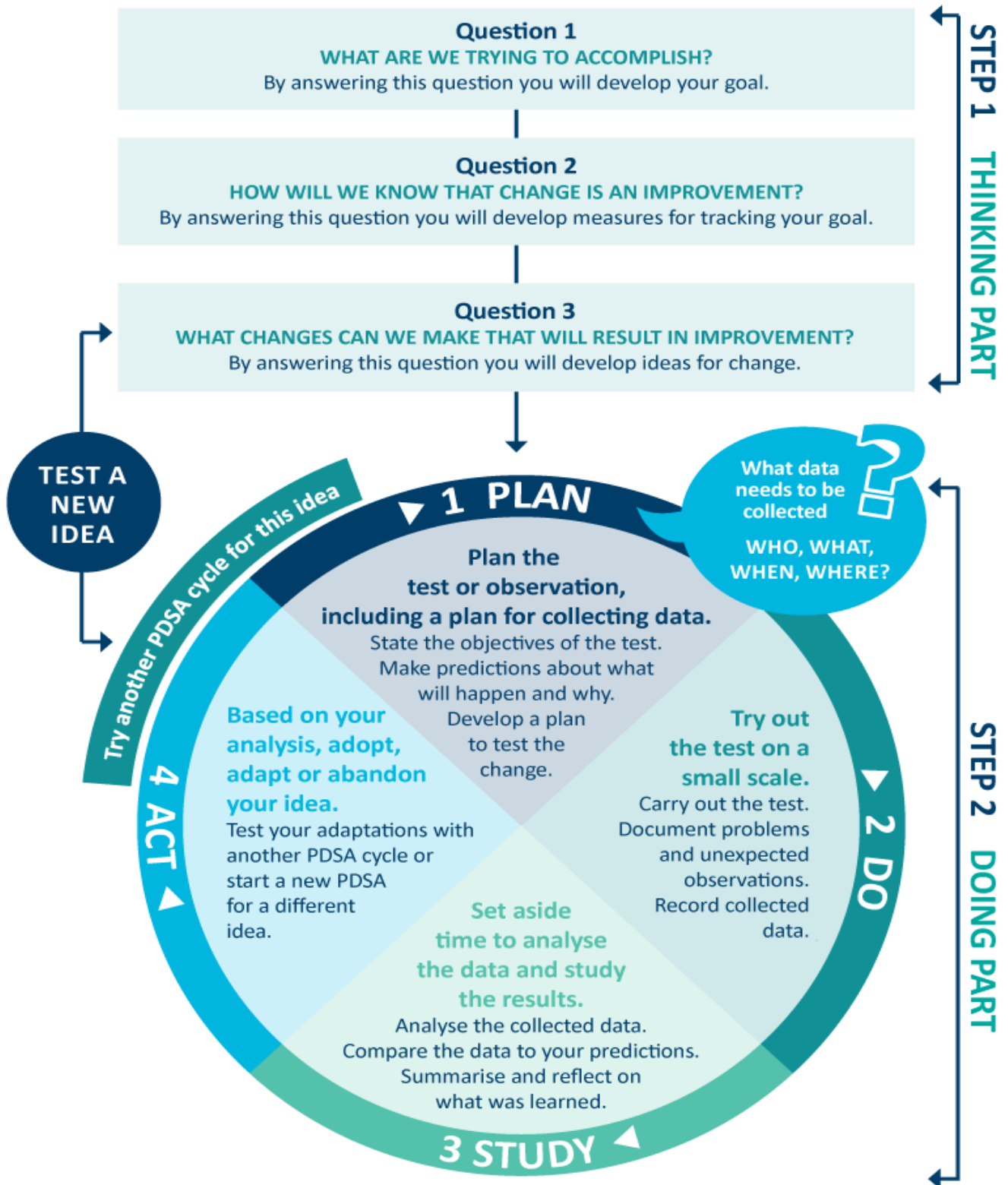


Model for Improvement diagram



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: TMNT General Practice	Date: 25/08
Team members: Mikey (receptionist), Leo (practice nurse) and Raphael (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).	
Improve recording of patients missing demographics for 100 patients by 17 th February.	
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 number of active patients with missing demographics and look for a decrease in patients missing demographics.	
To do this, we will initially run the Primary Sense report (as referenced in the plan 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: 598 active patients with missing demographics	DATE: 25 August
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: Hold a practice team meeting to discuss the importance of accurate patient records and the roles of team members in collecting details.	
IDEA: Conduct a Primary Sense report to identify patients who are missing demographics, then ensure the patients file is updated at their next appointment.	
IDEA: Display a sign in the waiting & treatment rooms, prompting patients to provide up to date information: allergies, smoking, alcohol consumption, height & weight (this can be broad to include all demographics or specific to the demographic you are focusing on).	

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)	
Conduct a Primary Sense report to identify patients who are missing demographics, then ensure the patients file is updated at their next appointment.	
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: Put in place a system for ensuring that the patient files are updated to reflect the updated demographic.	
WHO: Mikey, the receptionist.	
WHEN: 29 August	
DATA TO BE COLLECTED: The number of patients missing demographics – we will record this at the end of each month for 6 months.	
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 2. Click on PIPQI in the keyword filter section 3. Double click on the Patients missing PIPQI or Accreditation measures report to run the report 4. Use the up and down arrow function next to missing demographic that you have chosen to filter (N = not recorded) 6. Optional - Export the report to Excel or CVS to save or print. 	
PREDICTIONS: We predict that we will see a decrease of patients missing one or more of their patient demographics from 598 to 498 being a total of 100 patient files being updated.	

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>5 September – Leo, the practice nurse ran the Patients missing PIPQI or Accreditation measures report in Primary Sense.</p> <p>8 September – Leo gave the list to Mikey, the receptionist who set up prompts in Primary Sense to remind the GP or practice nurse to update the field for the patient when they see them next.</p> <p>10 September – Raphael, the practice manager sent out an email to remind the GP's to check the prompts in Primary Sense when seeing a patient to make sure they ask the patient for the updated information as required.</p> <p>30 September – Raphael ran the Primary Sense report again to see if there had been a decrease. As they hadn't been doing the project for a full month and it had taken some time for the GP's to all get on board, they didn't see a large shift at all – Only 4 patients with updated demographics recorded.</p> <p>30 October – Raphael ran the Primary Sense report again, being that it is the end of the month and found that the practice had decreased their missing demographics by a further 19 patients.</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 plan was successful and although it was slow to start and get momentum, it was a positive outcome in the end. As a team, we were able to achieve 106 patient files being updated to include their demographics which was more than we expected.</p> <p>We were very proud of what we achieved so we included this in our monthly staff email to congratulate the team on what we achieved together.</p> <p>The team gave some positive feedback and said that the process was quite easy and that they would like to start a new PDSA and choose a different demographic to update. Mikey, the receptionist suggested that for the patients who are not due to be seen in the 6-month period, they could look at having a list at reception of patients missing demographics and, in their downtime, they could call the patients to ask the question. Raphael advised that this was a great idea and suggested a PDSA ramping (where you decide to ramp up and build upon a PDSA to see if you can gain further improvement).</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 schedule a yearly search using this same method to identify patients with missing demographics to incorporate into business as usual.</p> <p>ADAPT: We are going to ramp up this goal and do another PDSA with the same approach but will have a goal to further increase the number of patients to 200.</p> <p>ABANDON:</p>

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