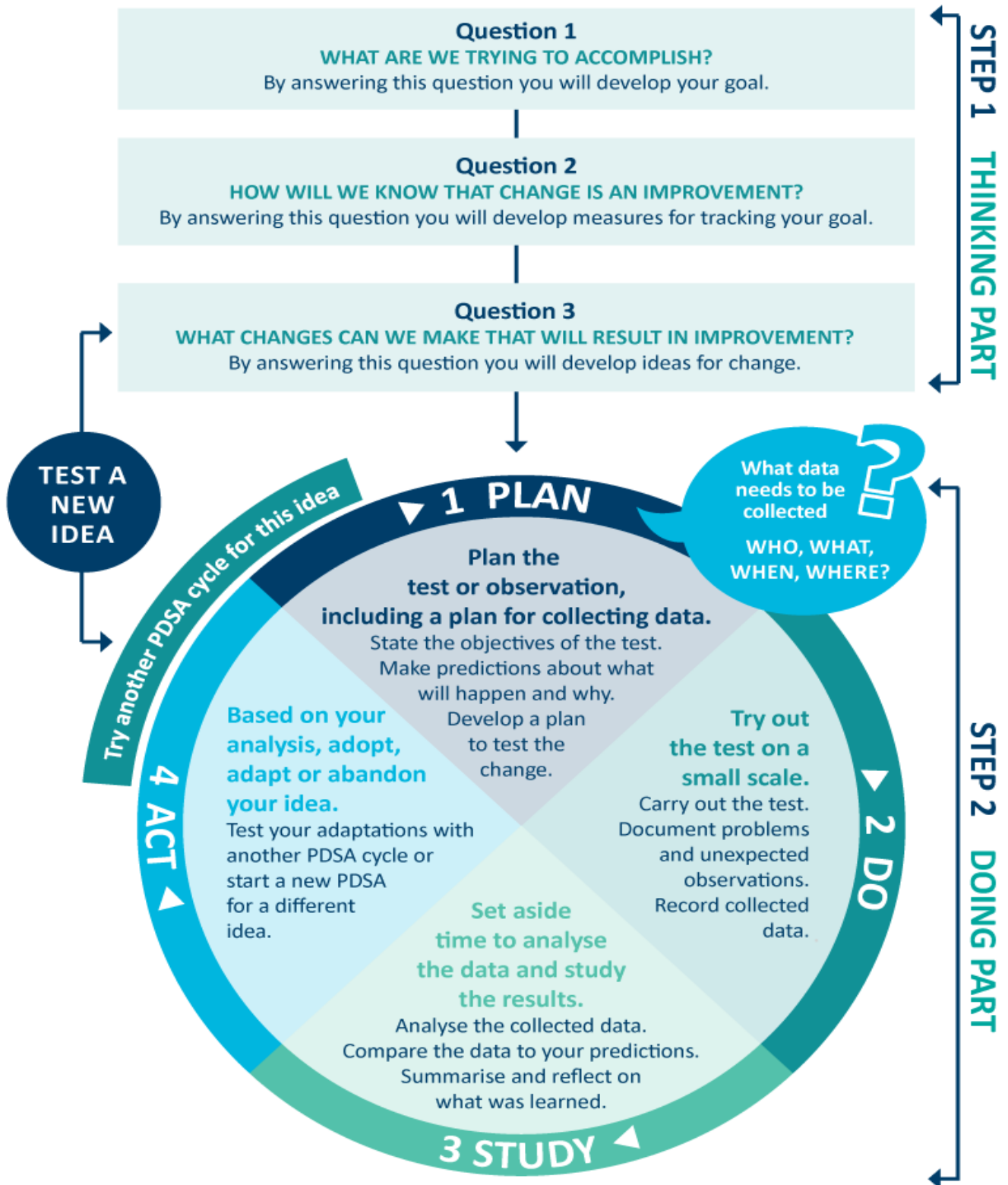


Model for Improvement diagram



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: Marvel Family Practice	Date: 10/07
Team members: Thor (receptionist), Dr Strange (GP) and Hulk (practice nurse)	
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).	
By 31 December, increase the number of children aged up to 18 years with height and weight recorded in the last 12 months by 20.	
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 aged up to 18 years with height and weight recorded.	
To do this, we will initially run the Primary Sense report (as referenced in the plan section) to establish our baseline.	
We will then track our improvements over the course of the project on a poster which we will create.	
BASELINE MEASUREMENT: 97 of our patients aged up to 18 years are missing their height and weight recorded. DATE: 10/07	
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: Create a poster for tracking improvements.	
IDEA: Identify patients up to 18 years who are missing their height and weight recorded.	
IDEA: Clinical team discuss how they can encourage opportunistic measuring.	
IDEA: Ask the practice nurse to see every child prior to their appointment at the practice to record height and weight measures.	
IDEA: Ensure all practice team members are aware of how to enter data measures in the appropriate fields in the clinical software.	

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 up to 18 years who are missing their height and weight recorded.	
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 up to 18 years who are missing their height and weight recorded.	
Who: Thor	
What: Use the Primary Sense Patients missing PIP QI or Accreditation measures report.	
When: 20 July	
Data to be collected: How many patients up to 18 years are missing their height and weight recorded.	
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. Double click on Patients missing PIP QI or Accreditation in the PIP QI section 4. Use the up and down arrow function to filter age. 5. Reference the BMI column to identify patients up to 18 years who have their height and weight missing 6. Optional - Export the report to Excel or CVS to save or print. 	
Predictions: Current baseline is 97 patients under 18 years are missing their height and weight recorded. Our prediction is that this will decrease to 77.	

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 - Thor, the receptionist ran the Patients missing PIP QI or Accreditation report in Primary Sense using the above listed directions.	
25 July - Thor gave the list to Dr Strange, the GP and the Hulk, the practice nurse to familiarise themselves with the results.	
26 July – Dr Strange asked the Hulk to put prompts in Primary Sense for each of the patients so that he would see this is required when the patient’s come in for appointments in the future.	
30 July – The Hulk added the prompts onto Primary Sense as requested by Dr Strange.	
1 August – Thor created the poster for tracking their improvements each month.	
15 August – Dr Strange saw a patient who was booked in for an appointment for another reason and saw the prompt on Primary Sense. Dr Strange recorded the height and weight for the patient and actioned the prompt.	
30 August – Thor checked the tracking poster and it reflected that the whole clinical team was using it which was great. It also reflected that they had recorded height and weight measures for 6 patients.	
29 December – Thor checked the tracking poster and it reflected that through the efforts of the whole clinical team, they were able to record height and weight measures for 19 patients throughout the project.	
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.
The test was very beneficial as it gave us a good indication on the gaps in our recording of height and weight. We anticipated that we would see an improvement of 20 patients having their height and weight recorded. We ended up seeing 19 patients having their height and weight recorded which resulting in an overall decrease from 97 patients missing their height and weight recorded to 78. This was less than we initially predicted.	
Although the outcome was not in line with what we were predicting, we still saw an improvement which is positive. We are next going to test out the practice nurse seeing every child prior to their appointment at the practice to record height and weight measures and then reassess our percentage increase.	
Using the prompt feature in Primary Sense is a great tool. We will continue to use this in future.	
<i>Communicate the results of your activity with your whole team. Celebrate any achievements, big or small.</i>	

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 run the Patients missing PIP QI or Accreditation every 6 months to ensure we are monitoring our data. Our GP and practice nurse team will adopt a process of opportunistically recording height and weights where possible to form business as usual.</p> <p>ADAPT: Practice nurse will see patients under the age of 18 prior to their appointment to record height and weight measures.</p> <p>ABANDON:</p>

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