Model for Improvement diagram

Question 1
WHAT ARE WE TRYING TO ACCOMPLISH?
By answering this question you will develop your goal.

Question 2
HOW WILL WE KNOW THAT CHANGE IS AN IMPROVEMENT?
By answering this question you will develop measures for tracking your goal.

Question 3
WHAT CHANGES CAN WE MAKE THAT WILL RESULT IN IMPROVEMENT?
By answering this question you will develop ideas for change.

STEP 1   THINKING PART

TEST A NEW IDEA

Try another PDSA cycle for this idea

▼ 1 PLAN

What data needs to be collected
WHO, WHAT, WHEN, WHERE?

Plan the test or observation, including a plan for collecting data.
State the objectives of the test. Make predictions about what will happen and why. Develop a plan to test the change.

Try out the test on a small scale.
Carry out the test. Document problems and unexpected observations. Record collected data.

4 ACT ▼
Based on your analysis, adopt, adapt or abandon your idea.
Test your adaptations with another PDSA cycle or start a new PDSA for a different idea.

▼ 2 DO

Set aside time to analyse the data and study the results.
Analyse the collected data. Compare the data to your predictions. Summarise and reflect on what was learned.

3 STUDY ◄

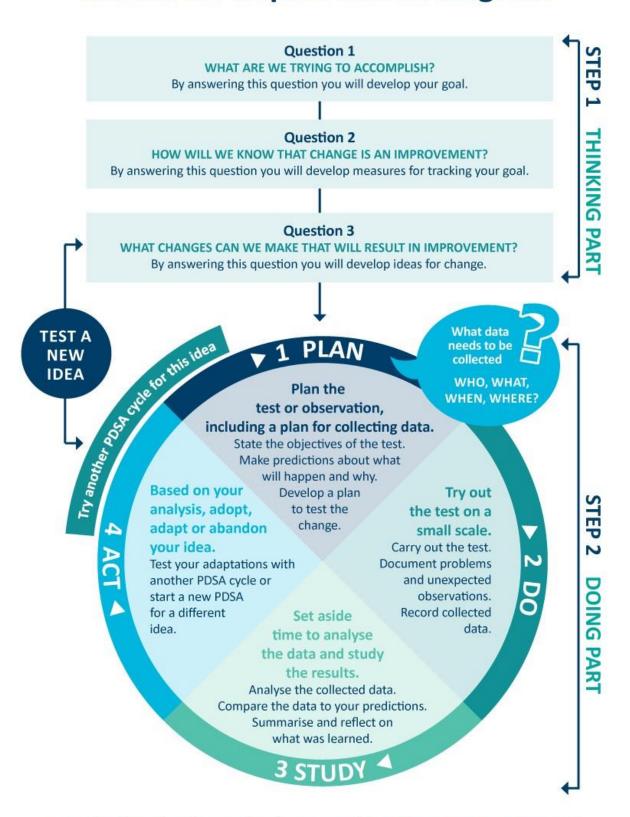**STEP 2   DOING PART**

Source: http://www.ihi.org/resources/Pages/HowtoImprove/ScienceofImprovementTestingChanges.aspx

MFI and PDSA template

Step 1: The thinking part - The 3 fundamental questions

Practice name:	Date:

Team members:

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).

Our goal is to: archive patients who no longer visit the practice.

This is a good start, but how will you measure whether you have achieved this goal? The team will be more likely to embrace change if the goal is more specific and has a time limit. So, for this example, a better goal statement would be:

Our S.M.A.R.T. goal is to identify and archive any patients who have not visited the practice in the past 24 months by 20th October.

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. CAT4 reports, patient surveys etc). Record and track your baseline measurement to allow for later comparison.

We will measure the percentage of active patients. To do this we will:

A) Identify the total population of patients.

B) Identify the number of active patients. B divided by A x 100 produces the percentage of active patients.

BASELINE MEASUREMENT: 37% of patients have visited the practice in the past 24 months. DATE:

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.MA.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 search on Best Practice/MedicalDirector to identify patients who have not visited the practice in the past 24 months.

IDEA: Hold a practice team meeting to discuss the importance of accurate patient records.

IDEA: Ensure patients who are "visiting" the practice are archived at the end of their appointment.

IDEA: Ensure all patients who are deceased are marked accordingly in the patient's record.

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 search on Best Practice/MedicalDirector to identify patients who have not visited the practice in the past 24 months.

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:
Mary (receptionist) will conduct a search on Best Practice/MedicalDirector to identify any patients who have not visited the practice in the past 24 months. This information will be discussed at a practice meeting outlining the number of patients who have not attended, reassure the team that by archiving the patient's they can still access them and the importance of having up to date and accurate patient records.

WHO/WHEN/WHERE:
Who: Receptionist   When: Begin 3rd October   Where: Reception

DATA TO BE COLLECTED: total population of the practice and the number of active patients.

PREDICTIONS: 72% of patients will be active.

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).

Done – completed 20th October - Mary (receptionist) conducted a search on Best Practice/MedicalDirector to identify any patients who had not visited the practice in the past 24 months. This list was presented at the practice team meeting and there was a discussion around the importance of data accuracy. Jane the practice nurse, identified she quite often contacts patients who are on the recall and reminder list, who no longer visit the practice, and contacted one lady, whose husband had passed away 18 months ago. The whole team identified that it was a priority to get the practice data up to date. One of the GPs was hesitant about archiving patients as they were concerned the patient record would be deleted. We contacted Brisbane South PHN who provided us with information about how the file is still accessible, but just archived. The Practice Manager took responsibility to conduct the search on Best Practice and conducted a bulk archive. After updating our database, we identified 27 patients who were eligible for a 75+ health assessment.

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 practice had 28,752 total population and 5,372 active population prior to completing a bulk archive. After we had archived patients, the practice had 8,227 total population and 5,372 active population. The active population is defined by the RACGP standards – patients 3 visits in 2 years. Results have been shared with the whole practice team.

Communicate the results of your activity with your whole team. Celebrate any achievements, big or small.

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. *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.*

ADOPT: The practice decided that this was a worthy exercise and the Practice Manager has inserted a reminder in the calendar to complete this activity on an annual basis.

ADAPT:

ABANDON:

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