The Model For Improvement

What is it?
Three fundamental questions for improvement;

1. What are we trying to accomplish?
2. How will we know that a change is an improvement?
3. What changes can we make that will result in improvement?
When you combine the three questions with the... PDSA cycle you get...

The Model for Improvement — A model for learning and change

Question 1: Aim Statement

- What is expected to happen
- The system to be improved or the population of patients
- Specific numerical goals
- Time frame
- Guidance for activities, such as strategies for the effort, or limitations
Value of aim statements

- Answers and clarifies “What are we trying to accomplish?”
- Creates a common language to communicate about the improvement project
- Provides opportunity to engage others in conversations and understanding of the improvement work

“Some is not a number, soon is not a time”

- Don Berwick, CEO, Institute for Healthcare Improvement
Examples: Aim

• We aim to reduce harm and improve patient safety for all of our internal and external customers.

• By June 2013 management requires us to reduce the incidence of pressure injuries in A & R by 50%.

• Our most recent data shows we only complete med rec on 35% of patients. We intend to increase this average to 50% by 5/1/13.
Question 2: Measurement

- Requires measurement
- Can collect qualitative & quantitative data
- Usually a “family” of measures
  - Outcome
  - Process
  - Balancing
"All improvement will require change, but not all change will result in improvement!"

Change ideas

- **Key Changes** for improved care based on:
  - The best available evidence
  - Knowledge of front line workers
  - Experiences of experts
  - Creative thinking
Steal shamelessly (but always acknowledge)
PDSA: Testing

- Not just one large test
- Why test?
  - Increase degree of belief
  - Document expectations
  - Minimize resistance
  - Learn and adapt
  - Evaluate costs and side effects
Tips for testing

- Identify changes that will assist the team to reach goals
- Harvest good ideas and adapt them to your setting
- Solicit team members ideas
- Start with changes that are easy to test
- Collect and study useful data during each test
- **Learn from “failed” tests**
- Eventually test over a wide range of conditions
References / resources


- [http://www.IHI.org/IHI/Improvement/ImprovementMethods](http://www.IHI.org/IHI/Improvement/ImprovementMethods) provides information on improvement methods, strategies, and changes.