## Model for Improvement

The Model for Improvement[[1]](#footnote-1) is a simple yet powerful tool for accelerating improvement, which has two parts:

* three fundamental questions, which can be addressed in any order
* the plan–do–study–act (PDSA) cycle to test and implement changes. The PDSA cycle guides the test of a change to determine if the change is an improvement.

**Setting an aim**: To achieve improvement, project teams first need to set an aim. The aim should be time-specific and measurable. It should also define the specific population of tāngata whaiora that will be affected.

**Establishing measures:** Project teams use quantitative measures to determine if a specific change leads to an improvement.

**Choosing changes**: All improvement requires making changes, but not all changes result in improvement. For this reason, organisations must identify the changes that are most likely to result in improvement.

**Testing changes**: The PDSA cycle is shorthand for testing a change in the real work setting – by planning it, trying it, observing the results and acting on what you learn. This is the scientific method used for action-oriented learning.

1. Developed by Associates in Process Improvement based in the USA (www.apiweb.org). [↑](#footnote-ref-1)