

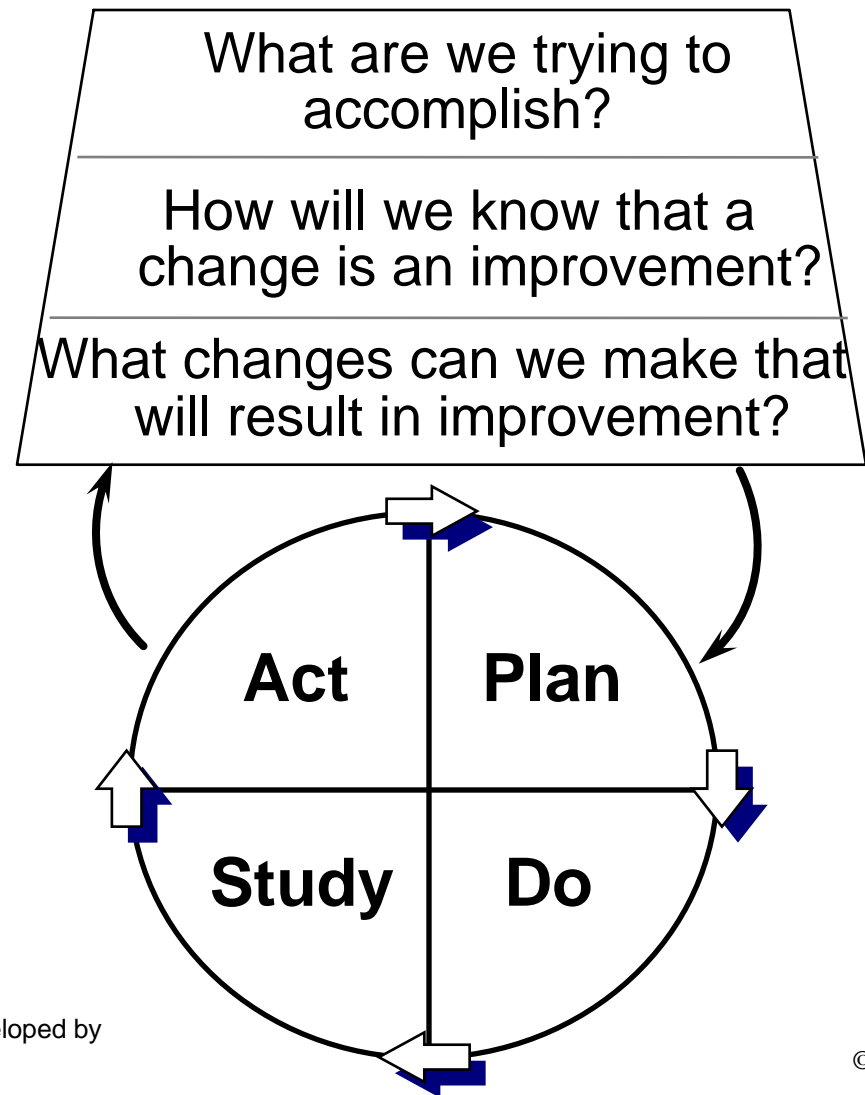
The model for Improvement



Objectives

- **Describe the PDSA Cycle**
- **Identify one tip to improve:**
 - **Use of Goals**
 - **Use of measures**
 - **PDSA cycles**

Model for Improvement



The Model for Improvement was developed by Associates in Process Improvement.

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First Question

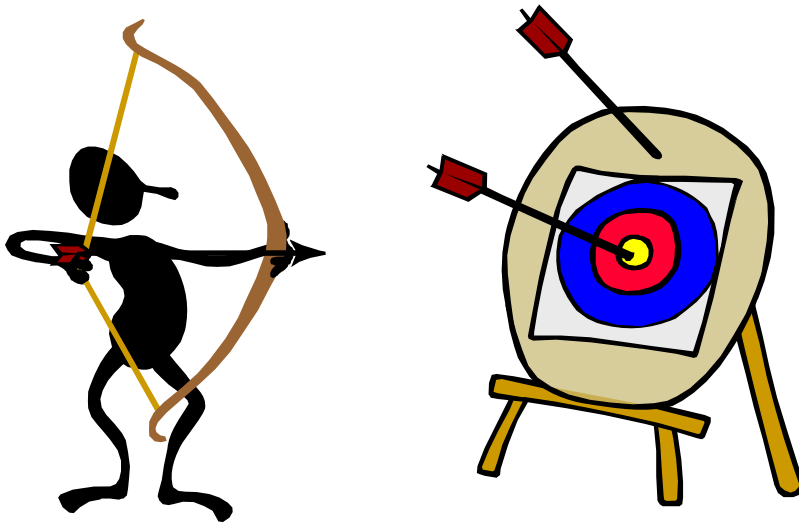
What are we trying to accomplish?

- **AIM content:**

- Explicit statement
- Specific actions
- Stretch goals

- **AIM characteristics:**

- Time specific
- Measurable
- Define participants





Example

The clinic will improve services to WIC clients by making changes in the following areas:

scheduling;

clinic hours, flexible staff scheduling;

increase staff efficiency through increased training on new WIC software;

client surveys to determine client concerns and suggested improvements

intervention, our goals include:



Example – Annual goals

- **90% of patients will be scheduled within 1 week of their preferred time**
- **Clinic fill rates will increase by 15% with addition of new, flexible clinic times**
- **WIC caseload will increase by 5% due to more efficient clinic flow**
- **20% of clients will be surveyed to determine needs and concerns**

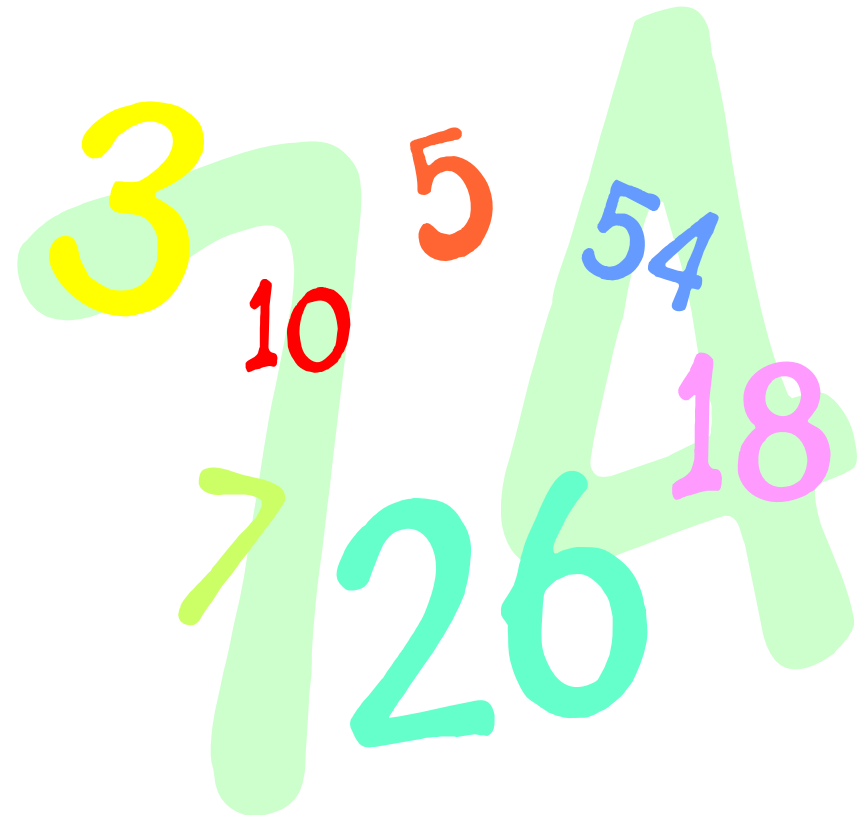
Goal Tip #1

**Achieve agreement
and write the goal
clearly**



Goal Tip #2

Include numerical goals - measurable



Goal Tip #3

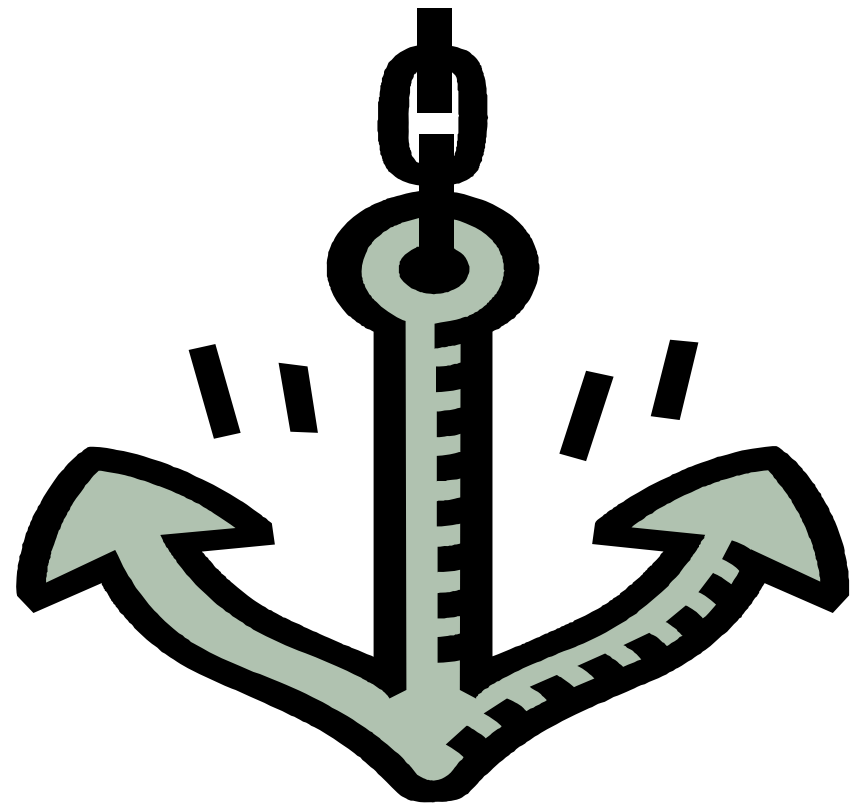
Set stretch goals
Long term



Goal Tip #4

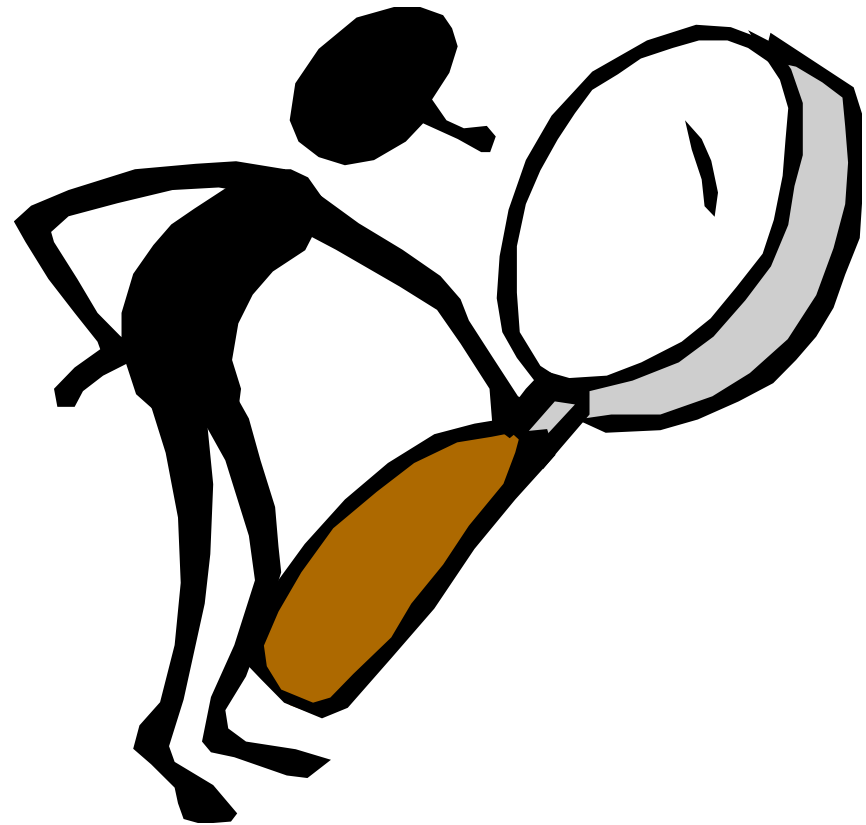
Avoid drift

Use “low hanging fruit” (easily achieved interim goals to keep up enthusiasm



AIM Tip #5

**Be prepared to
refocus the aim**



Pairs Discussion (10


minutes)

- **With a partner, discuss your experience with aim statements. What has worked? What has not worked? (3 minutes)**
- **Next, join another pair. Briefly share the highlights of both discussions. Then develop a few tips you would give regarding the development and use of aim statements. (4 minutes)**
- **Last, be prepared to tell the large group one of these tips. (3 minutes)**

Second Question

How will we know that a change is an improvement?



	Measurement for Learning and Process Improvement	Measurement for Research
Purpose	To bring new knowledge into daily practice	To discover new knowledge
Tests	Many sequential, observable tests	One large "blind" test
Biases	Stabilize the biases from test to test	Control for as many biases as possible
Data	Gather "just enough" data to learn and complete another cycle	Gather as much data as possible, "just in case"
Duration	"Small tests of significant changes" accelerates the rate of improvement	Can take long periods of time to obtain results

A Family of Measures

- Outcome measures
- Process measures
- Balance measures



Outcome Measures

**Measures of the
customer or
patient**



Process Measures

**Measures of the
workings of the
system**

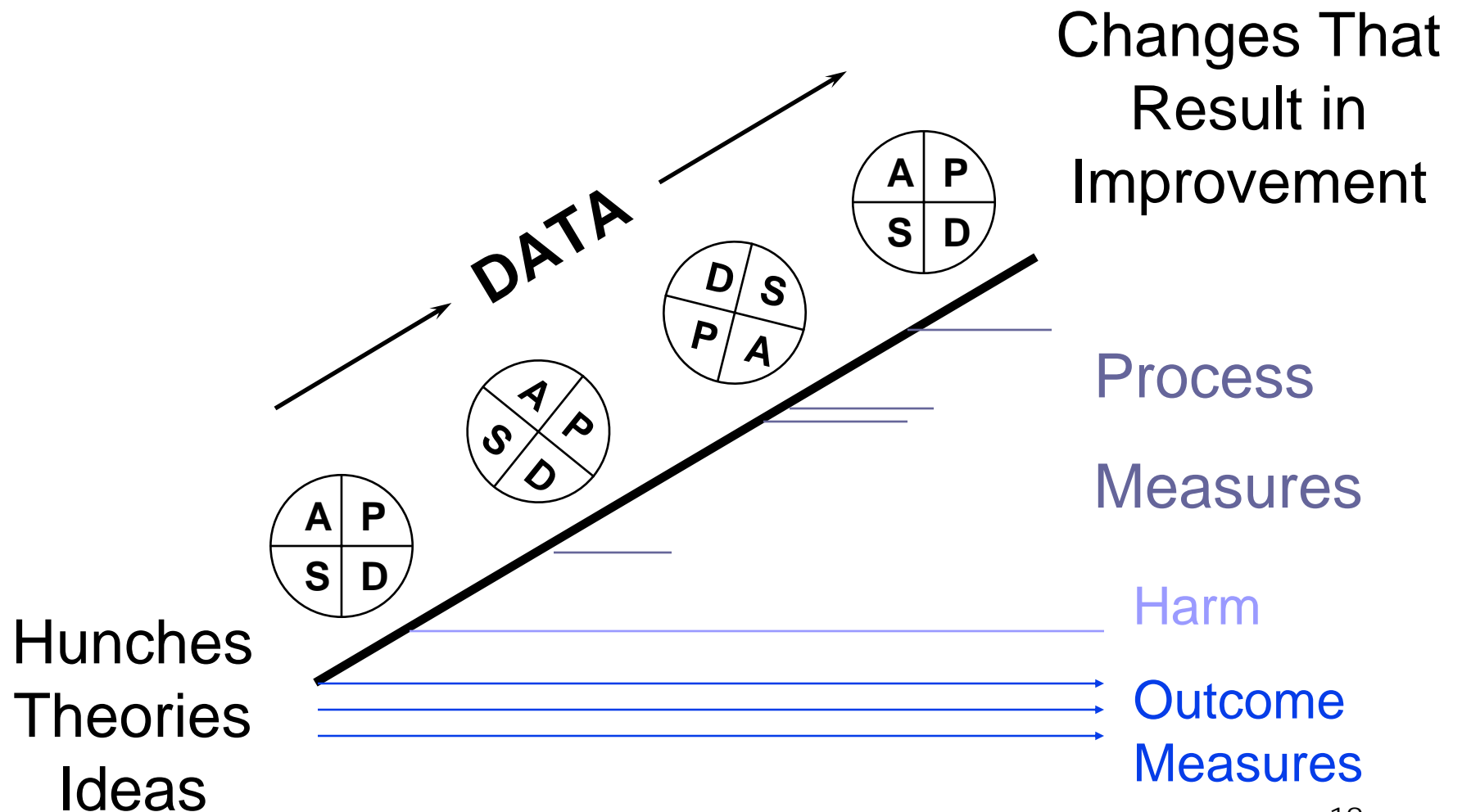


Balance Measures

**Measures of the
other parts of the
system**



Measurement: Types and Time

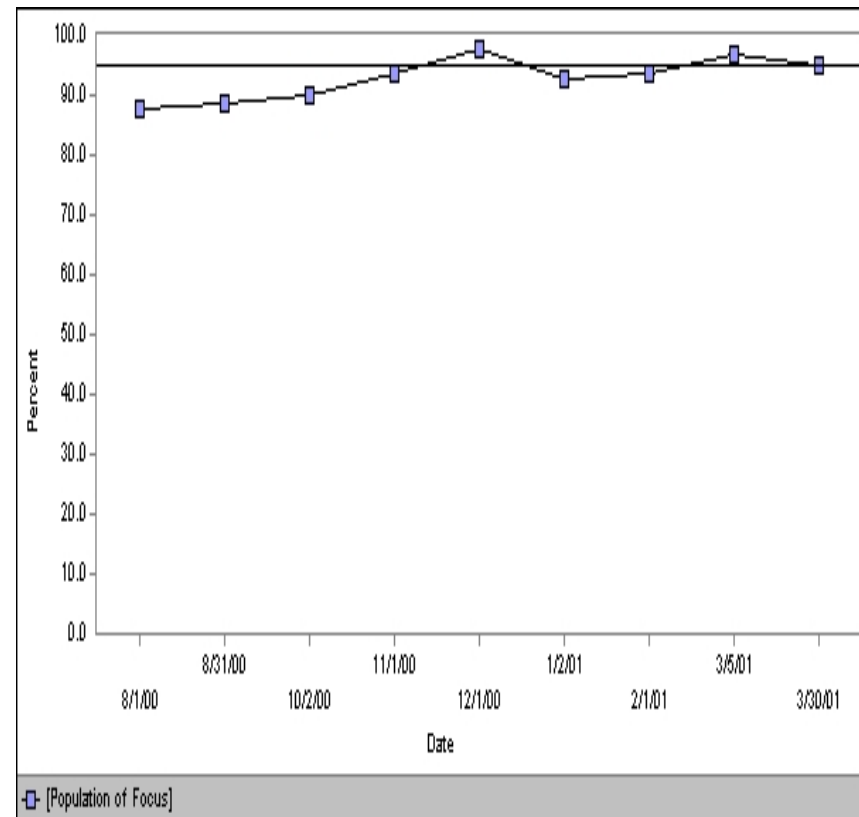


Tips for Measurement #1

Plot data over time

- Tracking a few key measures over time is the single most powerful tool a team can use.

Clients “satisfied” with their service – last 3 months



Tips for Measurement

#2

Sampling



Tips for Measurement

#3



**Integrate
measurement into
the daily routine**



Tips for Measurement

#4

Use both words and numbers

Third Question

What changes can we make that will result in improvement?





Change Concept

**While all changes
do not lead to improvement but...
all improvement requires change**

Change Ideas

**Changes to improve
services provided
to clients of WIC**





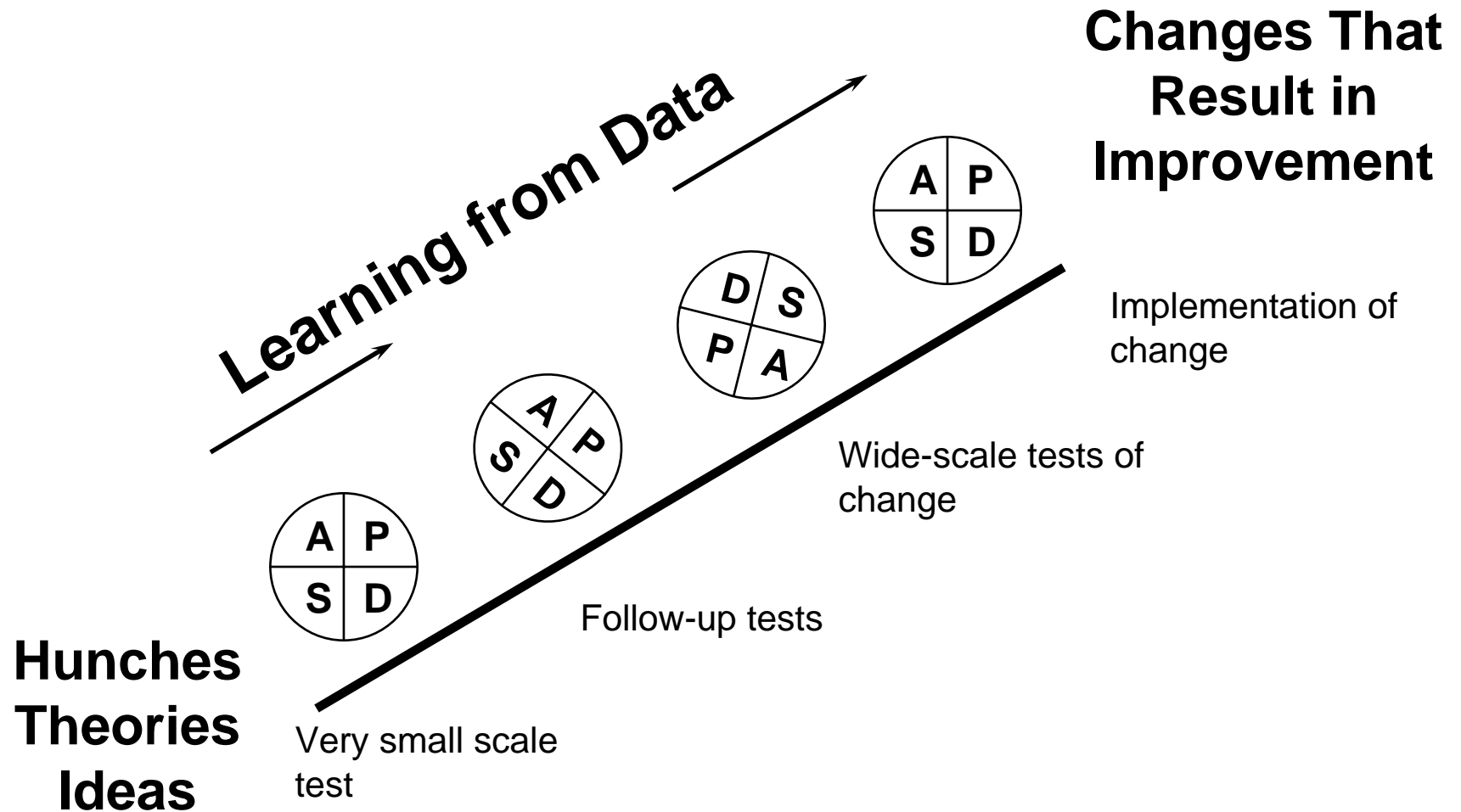
Things to Consider when proposing change

- **Make a few notes in answer to these questions:**
 - **What is the project – Define it**
 - **Who was involved – Identify them**
 - **What changes will be made that will demonstrate improvement?**

What is the PDSA Cycle?



Repeated Use of the PDOSA Cycle

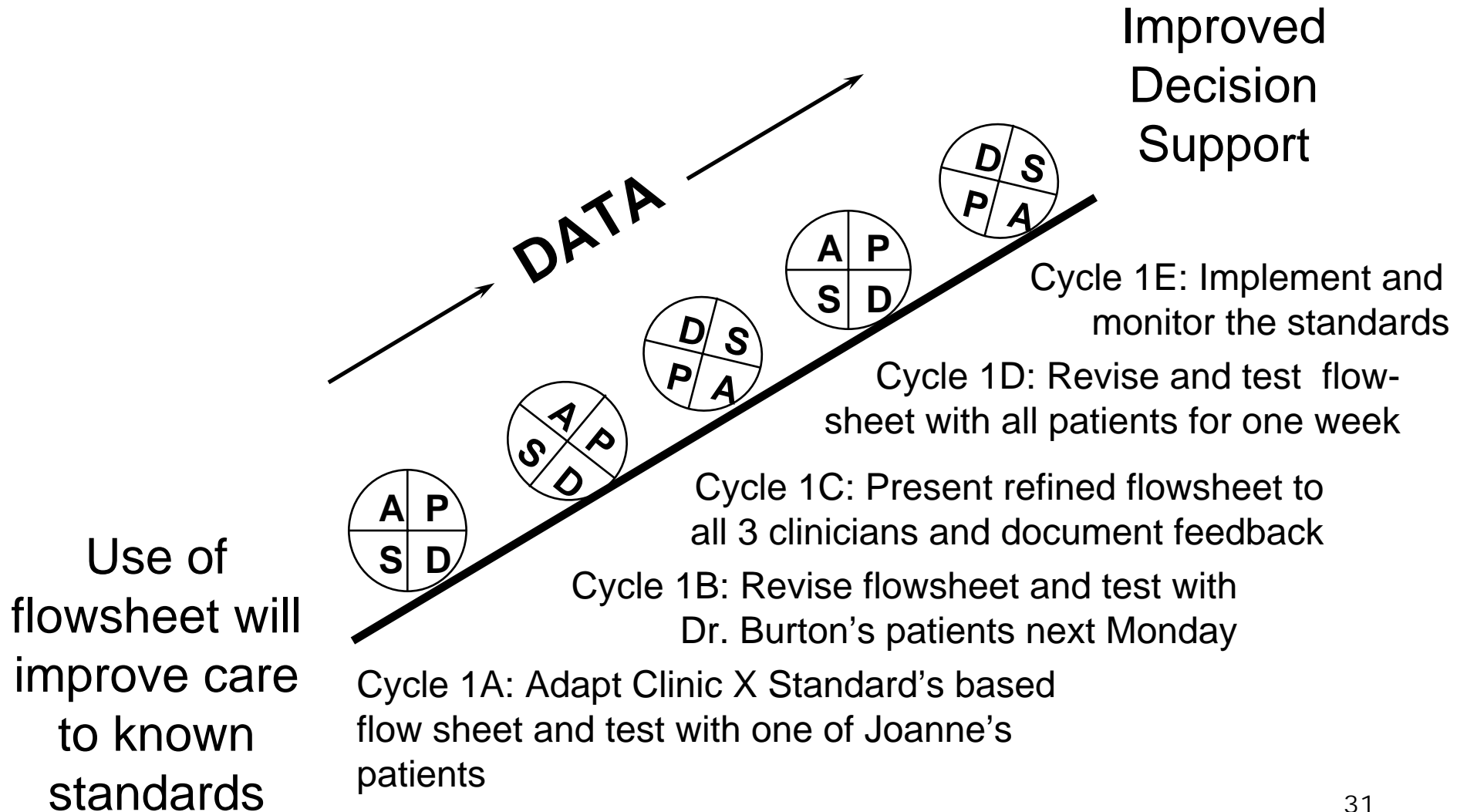


Why Test?



- Increase degree of belief and buy-in
- Document expectations
- Minimize resistance
- Learn and adapt
- Evaluate costs and side effects

Start Small and Do More





Questions?

- QI questions will be addressed by:
- Anyone on the Management Team
- Anyone on the QI Team