we all have a part to play

Using the Model for Improvement

beyond 20,000 DAYS

For further resources, visit our website

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beyond 20,000 DAYS

act

Determine what your **next** **PDSA** cycle will be based on your learning.

George, patient

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beyond 20,000 DAYS

study

Describe the measured **results** and how they compared to predictions.

Dr Vanessa Thornton, Clinical Director, Emergency Care

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beyond 20,000 DAYS

do

Run the test. Document **what happened** when you ran the test. Describe problems and observations.

Professor Harry Rea, Physician

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beyond 20,000 DAYS

plan

List the **tasks** needed to set up the test of change. Predict what will happen when the test is carried out. Determine who will run the test.

Barbara, patient's daughter

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The Model for Improvement*

The **Model for Improvement*** is a simple yet powerful tool for accelerating improvement, which has two parts:

- Three fundamental questions, which can be addressed in any order.
- The PDSA cycle to test and implement changes.

*The Model for Improvement was developed by Associates in Process Improvement and is used by IHI. Langley GL, Nolan KM, Nolan TW, Norman CL, Provost LP. The Improvement Guide: A Practical Approach to Enhancing Organizational Performance

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the model for improvement

What are you trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in improvement?

plan / do / study / act

Source: Langley GL, Nolan KM, Nolan TW, Norman CL, Provost LP. The Improvement Guide: A Practical Approach to Enhancing Organizational Performance. San Francisco: Jossey-Bass Publishers; 1996.

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what are you trying to accomplish?

Your **aim** should be time-specific and measurable; it should also define the specific population of patients that will be affected.

Dr. Richard Hulme, General Practitioner

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how will you know your change is an improvement?

Use quantitative **measures** and qualitative learning to determine if a change actually leads to an improvement.

Geraint Martin, CEO

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what change can you make that will result in improvement?

All **improvement** requires change, but not all changes result in improvement.

Dot McKeen, Manager, Middlemore Central

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testing change

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 is learned.

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