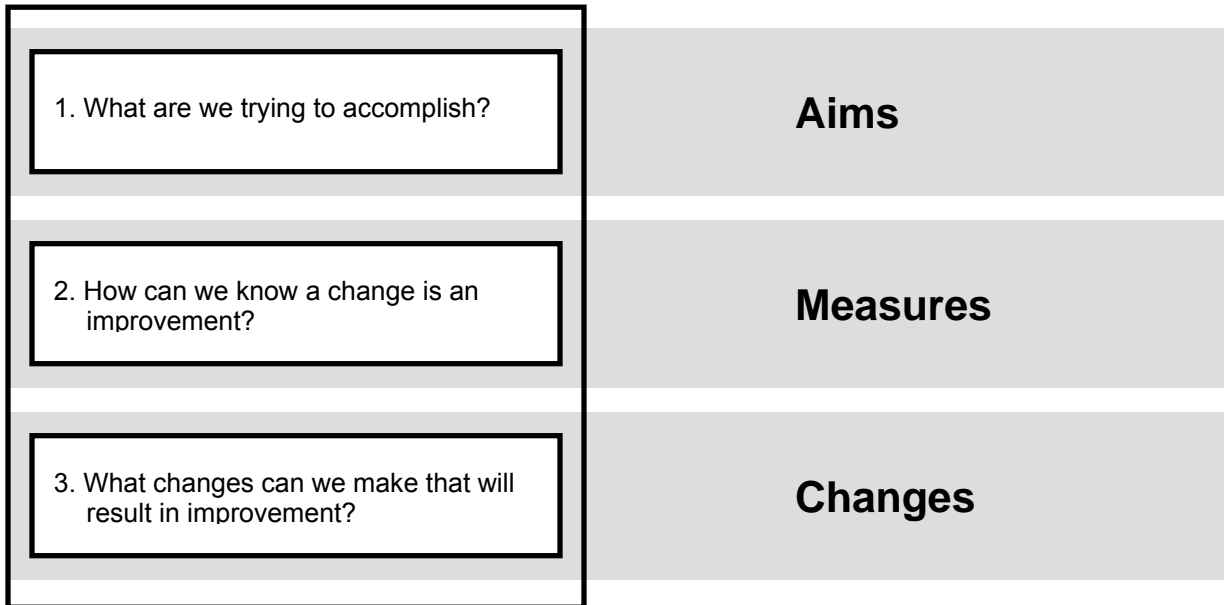


## The Model for Improvement

The Model for Improvement is a “trial-and-learn” approach to quality improvement, combining three fundamental questions with the Plan-Do-Study-Act (PDSA) cycles:

### 1. Three Fundamental Questions for Improvement:



The Improvement Model was developed by Associates in Process Improvement

### How do you answer the three fundamental questions for Improvement?

#### 2. Develop an Aim Statement:

- Answers the first question, “What are we trying to accomplish?”
- Describes what the team expects to accomplish in the Collaborative program
- Provides guidance for the team’s specific improvement efforts
- Ensures that team activities align with the strategic goals of the office

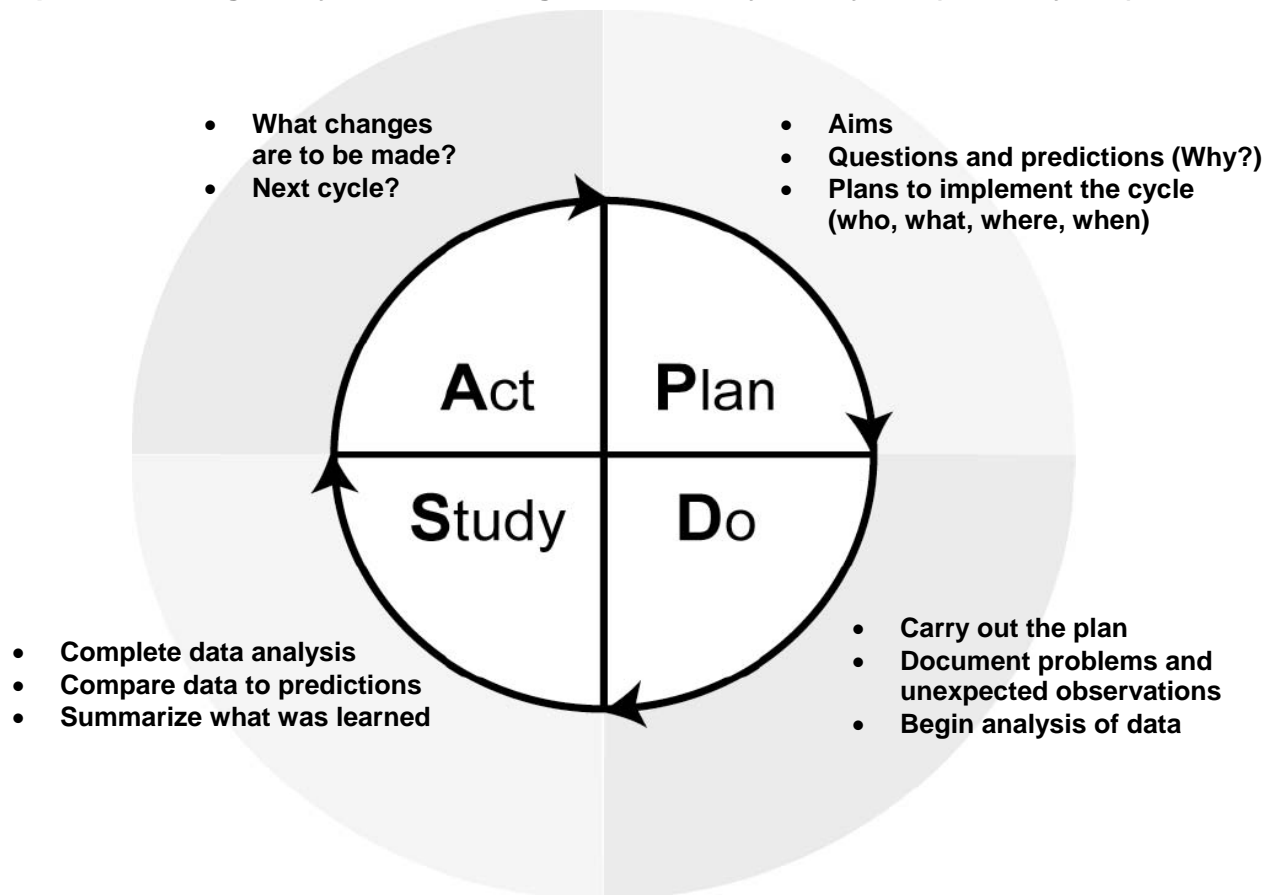
Aims should be clearly stated, numerical and represent a challenge for your practice.

Examples of aim statements:

**Aim:** By November 2007, our practice will identify requirements for our Electronic Health Record (EHR) system.

**Aim:** By June 2008, our practice will be able to identify 100 percent of our patients with hypertension using the EHR system.

### 3. Implement changes in your office using Plan-Do-Study-Act Cycles (PDSA Cycles)



### 4. Use the PDSA Cycles to:

- Predict effectiveness of change and plan next steps
- Revise and adapt changes to your patients' and practice's needs
- Assess costs and side-effects of the change
- Anticipate potential implementation barriers

### 5. Implement changes on a small scale until you are sure they will result in improvement

#### Strategies for testing changes:

- Small scale – (e.g., 5 patients)
- Specific – (e.g., patient reminder letters)
- Short time period – (e.g., one week)
- Staff who are willing, open and supportive
- Repeat cycles as needed

**6. Test and measure during the PDSA cycle to identify if changes you make result in improvement. Reasons for measurement:**

- Predict effectiveness of change and plan next steps
- Revise and adapt changes to your patients' and practice's needs
- Assess costs and side effects of the change
- Anticipate potential implementation barriers

**7. Collect “just enough” data:**

- Incorporate testing into daily routine
- Document your findings – keep it simple
- Make the “new way” easier
- Involve front-line staff

**8. Study results of testing and summarize what was learned:**

- Were changes executed well?
- Were support processes adequate?
- Was the original hypothesis/hunch right?
- Was the change executed well, although it did not result in local improvement?
- Did the local improvement impact access or efficiency?

**9. Plan and carry out next PDSA cycles:**

