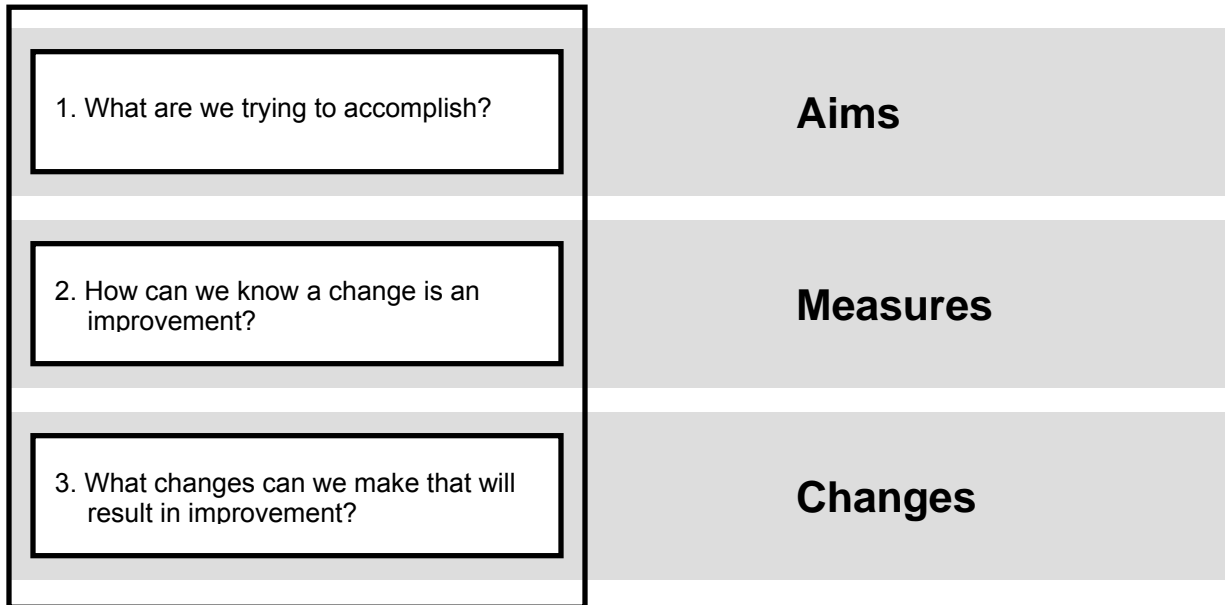


The Model for Improvement

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

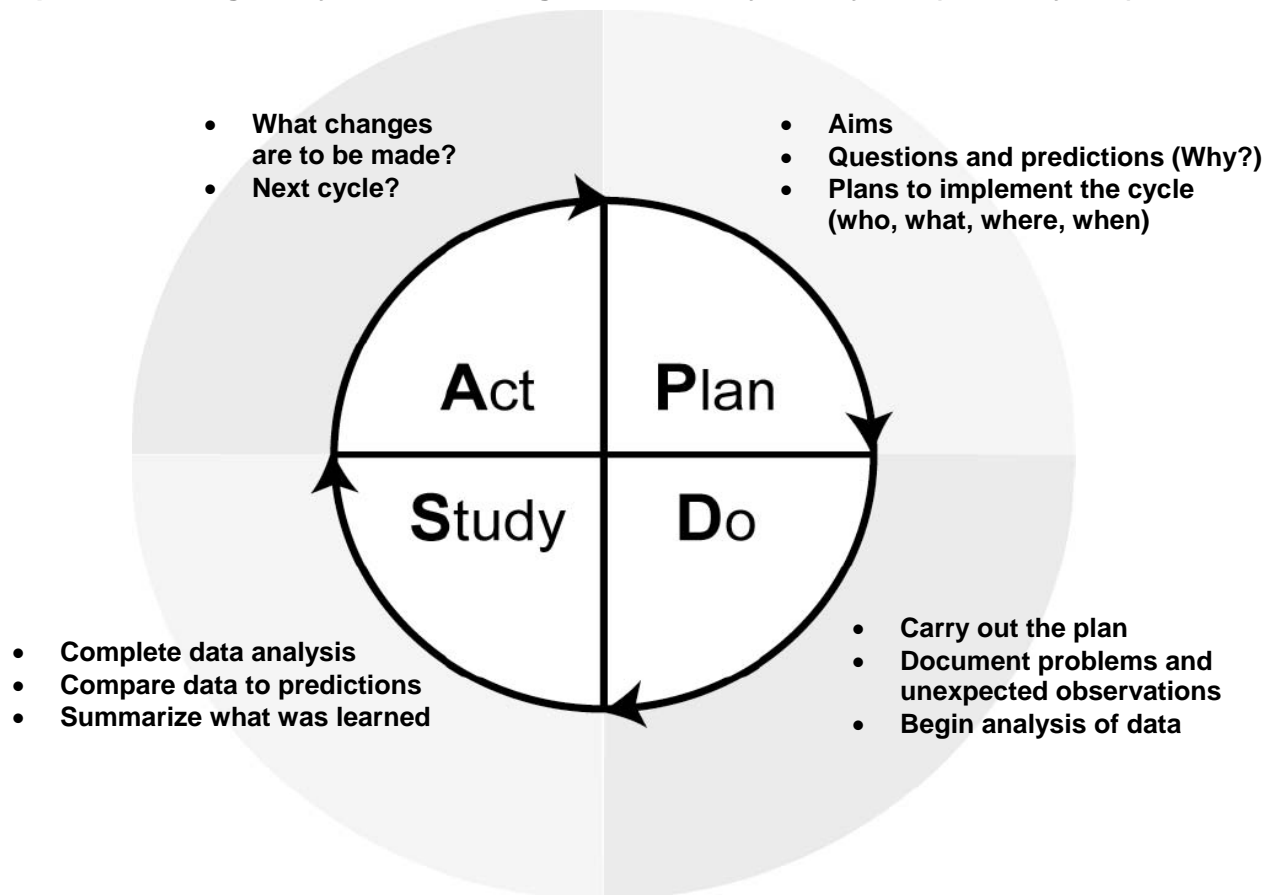
Aims should be clearly stated, numerical and represent a challenge for your practice.

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:

