

1. The Model for Improvement (PDSA)

The Model for Improvement (MFI) is an internationally recognised tool used to guide improvement work and is the approach many peak health bodies prefer including RACGP and The Improvement Foundation. The MFI helps you to break down your change into manageable pieces, which are then tested to ensure that the change results in measurable improvements, and that minimal effort is wasted.

The model consists of two parts that are of equal importance.

Step 1: The 'thinking' part consists of three fundamental questions that are essential for guiding improvement work:

- What are we trying to accomplish?
- How will we know that the proposed change will be an improvement?
- What changes can we make that will lead to an improvement?

Step 2: The 'doing' part is made up of Plan, Do, Study, Act (PDSA) cycles that will help to bring about rapid change. This includes:

- Helping you test the ideas you've come up with the thinking part
- Helping you assess whether you are achieving your desired objectives
- Enabling you to confirm which changes you want to adopt permanently.

The Plan-Do-Study-Act (PDSA) cycle is a useful tool for documenting a test of change. Running a PDSA cycle is another way of saying testing a change—you develop a plan to test the change (Plan), carry out the test (Do), observe, analyse, and learn from the test (Study), and determine what modifications, if any, to make for the next cycle (Act).

Please see a [PDSA Cheat Sheet](#) on the next page and Appendix 3 for a [PDSA template](#).



Model for Improvement (MFI) / PDSA Cheat Sheet

Thinking part	GOAL What are we trying to accomplish?	Have a SMART goal: <u>In this space put ONE goal only.</u> Specific: Make it clear what you want to achieve. Measurable: How will you know a change has occurred? Achievable: Being ambitious is good, but what if the goals aren't completed and people lose motivation? Relevant: Everybody will lose interest if they can't see the point. Timely: Include a date or timeframe (e.g. by 31/05/17, next 3 months).
	MEASURE How will we know that a change is an improvement?	There can be one or more of these. What will you see in the results to know you have achieved an improvement? <ul style="list-style-type: none"> • Use data that is easily obtained. • Use a combination of process and outcome measures. • Use both qualitative (descriptive) and quantitative (numerical) data. • Use only the data you need.
	IDEAS What changes can we make that will result in improvement?	In this section, list some ways you might be able to achieve your goal. What can you actually do in practice that will assist with the goal? Ideally these will be new ways of doing this that you will 'test' before implementing in your practice. List as many as you need to
Doing part (PDSA cycle)	IDEA	Choose an idea from 'Ideas' on the previous page – this is the idea you will 'test'. Write it in this space
	Plan	What: Choose an idea from 'Ideas' on the previous page – this is the idea you will 'test'. Write it in this space Who: Who will do this? i.e. Practice Manager When: Include specific date (e.g. on the 21/05/19, by 21/05/19). Where: Location (in the clinic, another location). Prediction: What the practice thinks will be the result of this test? Data to be collected: <ul style="list-style-type: none"> • What will you need to collect after to know it happened? • Include a measure, where possible (e.g. number of patients on the register, number of staff attending meeting)?
	Do	Was the plan executed? Yes/No Unexpected events/problems: Anything that may have occurred (e.g. two days late due to staff shortage, discovered chosen staff member didn't have skills to use clinical audit tool and needs more training).
	Study	Review and reflect on results: Must include reflections/observations of what occurred and a review of the data: <ul style="list-style-type: none"> • Did this system change idea work well? • If not, why didn't it work well? • What does the data indicate?
	Act	What will you take forward? What did you learn from this? If the idea was not successful, go back to 'Ideas' on page 1 and pick a new idea and complete this page again for that idea. If it works, you adopt this as a part of your new processes. As a result, your next PDSA will involve a NEW goal and NEW ideas (both pages completed again).