

# Model for Improvement

The Saskatchewan Health Quality Council (HQC) uses the Model for Improvement as the framework to guide improvement work. Developed by Associates in Process Improvement, this is a tool that can be used to accelerate improvement.

**This model has two stages: The Thinking and Planning Phase, and Action Phase.**

The **Thinking and Planning Phase** is based on three fundamental questions:

- What are we trying to accomplish?
- How will we know that a change is an improvement?
- What changes can we make that will result in an improvement?

The **Action Phase** is where teams test small changes using the Plan-Do-Study-Act (PSDA) Cycle by:

- Developing a plan to test the change (Plan)
- Carrying out the test (Do)
- Observing and learn from the consequences (Study)
- Determining what modifications should be made to the test (Act)

## Thinking and Planning Phase

### 1. What are we trying to accomplish?

- Think about what you are trying to do and set clear and desirable aims and objectives

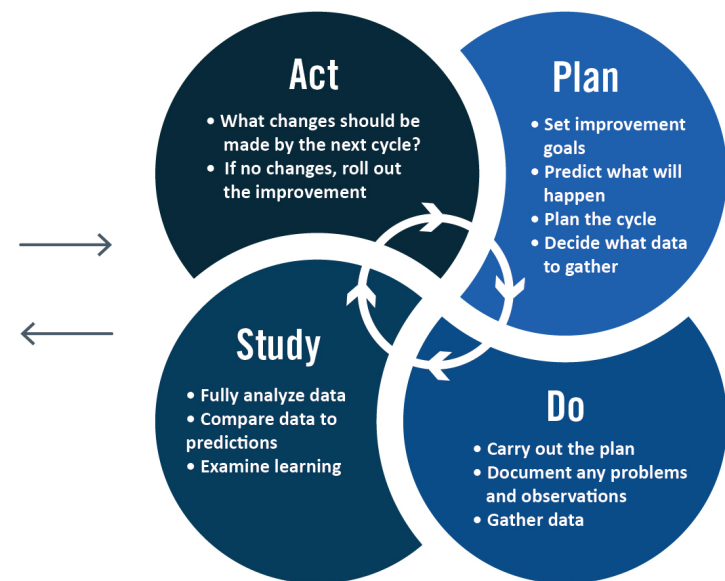
### 2. How we will know that a change is an improvement?

- Establish measuring processes and outcomes

### 3. What change can we make that will result in improvement?

- Generate ideas based on what others have done, what you think could happen, and what can be learned through this process

## Action Phase



## Instructions

**Plan:** Plan the test, including a plan for collecting data

- Set specific objective
- Develop a plan to test the change (Why, what, who, where, and when)
- Set predictions and mini-measures

**Do:** Run the test on a small scale

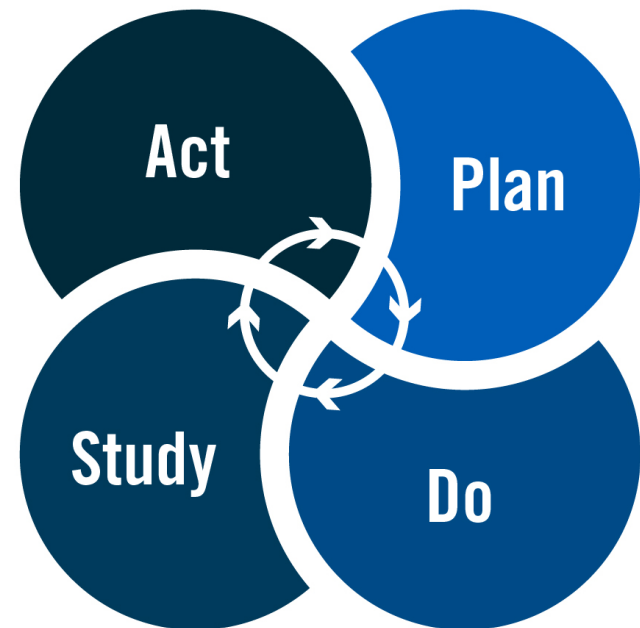
- Carry out the test
- Document any deviations from plan and observations
- Collect and begin to analyze data

**Study:** Analyze the results and compare them to your predictions

- Complete your analysis of the data (preferably as a team)
- Summarize and reflect on learnings

**Act:** Make a plan for your next step

- Adapt (make modifications and run another test), adopt (test the change on a larger scale), or abandon (don't do another test on this change idea)
- Prepare a plan for the next PDSA Cycle



Source: Developed by Associates in Process Improvement

**Objective:**

**Start date:**

**End date:**

**PLAN**

**Specific Objective: What do we want to test/learn with this cycle?**

**Why is this change required?**

**What exactly will we do?**

**Who will be involved?**

**Where will it take place?**

**When will it take place?**



## Do

Was the test carried out as planned? Did anything unexpected cause us to deviate from the plan? What did we observe that was not part of the plan?

## Study

What were the results of your measurements? How did or didn't the results agree with our predictions? What new knowledge was gained through this cycle?

## Act

Now what? Do we abandon? Adjust? Adopt? Are there focuses in our organization that will help or hinder those changes? Objective of next cycle?