

The Improvement Model Guide

The Improvement Model is a tool for developing, testing and implementing change. The Model consists of two parts that are of equal importance:

1. The 'thinking part' consists of Three Fundamental Questions that are essential for guiding your improvement work.
2. The 'doing'/'testing' part is made up of Plan, Do, Study, Act (PDSA) cycles that will help you test and implement change.

This Guide will take you through the following steps:

Step 1	Change Principles
Step 2	The 3 Fundamental Questions
Step 3	PDSA cycle
Step 4	Enter into the Online Reporting System (ORS)

Step 1 Change Principles

Circle the Change Principle that your improvement effort relates to.

Access & Care Redesign	Diabetes	Coronary Heart Disease
1. Building the Practice Team	1. Building the Practice Team	1. Building the Practice Team
2. Foundation Work 2.1 Know your Business 2.2 Change your Business	2. Establish a system for creating, validating and up-dating a register for people with diabetes	2. Establish a system for creating, validating and up-dating a register for people with CHD
3. Pathways	3. Be systematic and proactive in managing the care of people with diabetes	3. Be systematic and proactive in managing the care of people with CHD
	4. Involve patients in delivering and developing their care	4. Involve patients in delivering and developing their care
	5. Adopt a multi-skilled, multi-agency approach to ensure effective co-ordination of the care of people with diabetes	5. Develop effective links with key local partners

Step 2 The 3 Fundamental Questions

1. What are we trying to accomplish?

By answering this question you will develop your **GOAL** for improvement

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

By answering this question you will develop **MEASURES** to track the achievement of your goal

3. What changes can we make that will lead to an improvement? – list your small steps / ideas

By answering this question you will develop the **IDEAS** that you can test to achieve your goal

Idea

Idea

Idea

Idea

Other ideas

Note: Each new GOAL (1st Fundamental Question) will require a new Improvement Model Guide

Step 3 Plan-Do-Study-Act cycle

You will have noted your IDEAS for testing when you answered the 3rd Fundamental Question in Step 2.
You will use this sheet to test an idea.

Idea	Describe the idea you are testing: refer to the 3rd Fundamental Question
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PDSA cycle number _____

Plan	What, who, when, where, predictions & data to be collected.
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Do	Was the plan executed? Document any unexpected events or problems.
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Study	Record, analyse and reflect on the results.
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Act	What will you take forward from this cycle? (What is your next step / PDSA cycle?)
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Step 4 Enter your responses to steps 1, 2, & 3 into the Online Reporting System

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Step 4 Enter your responses to steps 1, 2, & 3 into the Online Reporting System