

# Quality improvement model

The quality improvement model used is a simple, effective tool that provides a framework for developing, testing and implementing changes. The tool consists of two parts:

Firstly, the 'thinking part' which consists of answering three questions, what are we trying to accomplish? (Goal), how will we know that a change is an improvement? (Measures) and what changes can we make that will result in improvement? (Ideas)

Secondly is testing the ideas that were developed by the third question. To test a change the Plan-Do-Study-Act (PDSA) cycle is used. The PDSA cycle is a proven process intended to improve the quality of care at an accelerated pace.

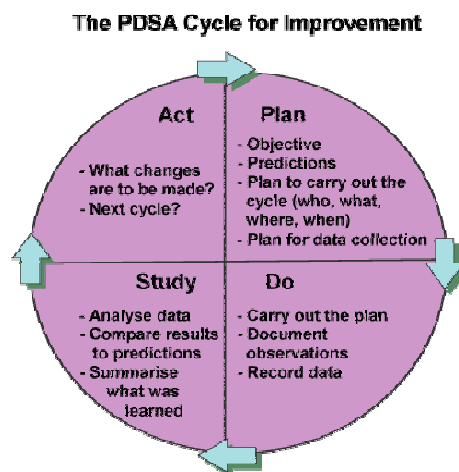
The first part of the PDSA cycle consists of developing the **plan** to test the idea. This is done by answering the following questions:

- What exactly will you do?
- Who will carry out the plan?
- When will it take place?
- Where will it take place?
- What do you predict will happen?
- What data/information will you collect to know whether there is an improvement?

The next part is the **do**, here you carry out the plan and document the observations

Following the do is the **study**, here you reflect on what happened, summarise the learnings, analyse the data collected and compare this to your predictions.

Completing the cycle is the **act**, here you decide what you will do next as a result of this. Will you implement the changes tested? Will you amend it? Or try testing something else?



### Example PDSA

1. What are we trying to accomplish? (Goal)
  - Ensure we have an up to date and accurate register of patients with CHD
2. How will we know that a change is an improvement? (Measures)
  - The number of patients on the CHD register before the improvement effort and
  - the number of patients on the CHD register after the improvement effort
3. What changes can we make that will result in improvement? (Ideas)
  - Look for inactive patients who have CHD have not been to the practice in over 2 years
  - Check 'free text' to look CHD patients
  - Search for patients on CHD medications that do not have a diagnosis of CHD

**PDSA description:** Look for inactive patients who have CHD have not been to the practice in over 2 years

**Plan:** *What:* Run a search of the database for CHD patients who have not attended the practice in the past 2 years and inactivate their record

*Who:* The practice manager

*When:* Friday 30 January 2009

*Where:* At the practice

*Prediction:* There will 20 patients with CHD who have not visited the practice in the last two years

*Data/information collected:* The number of patients who have not attended the practice in the past 2 years

**Do:** Plan was carried out

**Study:** 50 patients were identified and inactivated in the medical software. 30 more than predicted

**Act:** To ensure the records are up to date we will continue this process and aim to do it every 3 months.