

**Quality Improvement Template**

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| **Practice name:** | *Add your primary healthcare service name here* | **Date:** | *Add date of commencement here* |
| **QI team:** | *List the team members involved* |
| **Problem:** | *Describe why this work is strategically important. What problem is the team addressing? What does our data indicate about it, and what are the causes?* |
| **Problem Statement:** | *Document your succinct problem statement here* |

This document guides practice staff through the **Model for Improvement** (the Thinking Part) and the **Plan-Do-Study-Act** (PDSA) cycle (the Doing Part), a framework for planning, testing, and reviewing changes.

For guidance and support on conducting quality improvement in your primary healthcare services, please contact your local Primary Health Network (PHN).

**Step 1: Thinking Part - Three Fundamental Questions**

*Complete the Model for Improvement (MFI) as a whole team.*

**Model for Improvement**

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| **AIM 1. What are we trying to accomplish?** |
| *By answering this question, you will develop your* ***GOAL*** *for improvement. It important to establish a S.M.A.R.T (Specific, Measurable, Achievable, Relevant, Time bound) and people-**crafted aim that clearly states what you are trying to achieve.* |
|  |
| **MEASURE(S)** | **2. How will we know that a change is an improvement?** |
| *By answering this question, you will develop the* ***MEASURE(S)*** *you will use to track your overarching goal. Record and track your baseline measurement to allow for later comparison.**Tip: Use a Run Chart to plot trends.* |
|  |
| **Baseline:** |  | **Baseline date:** |  |
| **CHANGE IDEAS** | **3. What changes can we make that will result in improvement?** |
| *By answering this question, you will develop* ***IDEAS*** *for change.**Tip: Engage the whole team in formulating change ideas using tools such as brainstorming, driver diagrams or process mapping. Include any predictions and measure their effect quickly.* |
| **Idea 1** |  |
| **Idea 2** |  |
| **Idea 3** |  |
| **Idea 4** |  |
| **Idea 5** | *Add other rows if needed.* |
| **Next steps:** | *Each idea may involve multiple short and small PDSA cycles.* |

**Step 2: Doing Part - Plan-Do-Study-Act**

*Once you have completed the Model for Improvement (MFI), use the template below to document and track your PDSA cycles (i.e. small rapid tests of change).*

**PDSA (Plan-Do-Study-Act)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Idea** | **Plan** | **Do** | **Study** | **Act** |
| **#** | **Plan the test** | **Prediction** | **Do the test on small scale** | **Analyse the results** | **Make a plan for next step** |
|  | ***How*** *will we run this test?* ***Who*** *will do it and* ***when****?* ***What*** *will we measure?* | ***Prediction*** *or hypothesis on what will happen.* | *Was the plan completed? Yes or No. Collect data.**Consider what worked well and why? Document any unexpected observations,**events or problems.* | *Analyse results, compare them to predictions, and reflect on what you learned. .* | *Based on your learnings from the test, what will you do next (e.g., adopt, adapt or abandon)? How does this inform the plan for your next PDSA?* |
| ***Change idea 1.1*** | *Specify* |  |  |  |  |
|  | *Keep adding rows and**cycles as needed.* |  |  |  |  |
|  |  |  |  |  |  |
| ***Change idea 1.2*** | *Introduce a new change idea is required.* |  |  |  |  |
|  | *Keep adding rows and**cycles as needed.* |  |  |  |  |
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| **Summary of Results** |  |