



Quality Improvement

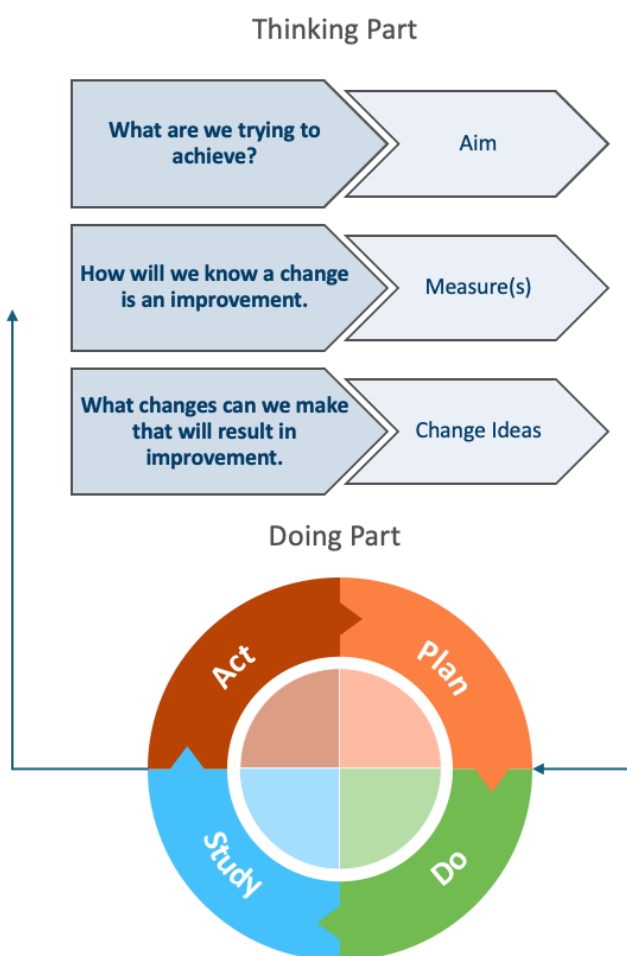
Model for Improvement and Plan-Do-Study-Act Cycle

In the Model for Improvement, the 'Thinking Part' focuses on the overall improvement strategy, while the 'Doing Part' implements changes through the Plan-Do-Study-Act (PDSA) cycle. This model uses PDSA cycles to test changes, ensuring measurable and sustainable improvements.

After you've defined your problem and specified a robust **Problem Statement**:

Step 1: Thinking Part - Model for Improvement

1. **AIM: What are we trying to accomplish?**
Develop a S.M.A.R.T. (Specific, Measurable, Attainable, Realistic, Time-bound) and people-crafted **Aim Statement**.
2. **MEASURE: How will we know that a change is an improvement?** Identify what good looks like and develop a measure(s) of success.
3. **CHANGE IDEAS: What changes can we make that will result in an improvement?** Engage the whole team in formulating change ideas using tools such as brainstorming, driver diagrams or process mapping. Each change idea may involve multiple small rapid PDSA cycles.



Step 2: Doing Part - Plan-Do-Study-Act (PDSA)

1. **PLAN:** Describe the change idea (what, who, when, where). Predict outcomes and define the data to collect.
2. **DO:** Carry out the plan. Collect data. Consider what worked well and why? Document any unexpected observations, events or problems.
3. **STUDY:** Analyse results, compare them to predictions, and reflect on what you learned.
4. **ACT:** Based on what you learned from the test, consider what you will do next (e.g., adopt, adapt or abandon)? How does this inform the plan for your next PDSA?

Source: Langley, G., Nolan, K., Nolan, T., Norman, C. & Provost, L. 1996, *The Improvement Guide*, Jossey-Bass, San Francisco, USA

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