# **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).

# **Model for Improvement**

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| Step 1: Thinking Part - Three Fundamental Questions  *Complete the Model for Improvement (MFI) as a whole team.* |

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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) | 1. **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 | 1. **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.* | | |

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

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| 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).* |

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| 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.* |  |  |  |  |
|  |  |  |  |  |  |
| Summary of Results |  | | | | |