The Model for Improvement

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All improvement requires change - but not all change results in improvement!

Have you undertaken any recent changes that haven’t resulted in improvement?
The Model for Improvement

- We can sit back and wait for change to happen, or we can try to make our own changes that result in improvement in our own situation.

Developed by Associates in Process Improvement in 1996
Flip a coin

- Aim - everybody to get two heads in a row
Process and Outcome

• You cannot control outcomes but you can control the processes that contribute to that outcome
• Correlation does not necessarily prove causation but experience with acute stroke would suggest a good fit.
What is the PDSA Cycle?

- PDSA stands for Plan, Do, Study, Act
- It is a tried and tested model for testing ideas that you think might result in improvement
- It uses simple measurements to monitor the effect of changes over time
- It starts with small changes that quickly build into sustainable improvement through successive quick cycles
The PDSA Cycle for Improvement

Act
- What changes are to be made?
- Next cycle?

Plan
- Objective
- Questions/predictions
- Plan to carry out the cycle (who, what, where, when)
- Plan for data collection

Study
- Complete the analysis of the data
- Compare data to predictions
- Summarize what was learned

Do
- Carry out the plan
- Document problems and unexpected observations
- Begin analysis of the data

Source: Nolan
Repeated use of the cycle to TEST changes

Changes that result in Improvement

Hunches, theories, ideas
Developing improvement with PDSAs

Bright idea!
What are you trying to accomplish?

How will you know that a change is an improvement?

What changes can you make that will result in the improvements you seek?

Three fundamental questions for improvement
A model for improvement

What are you trying to accomplish?
How will you know that a change is an improvement?
What changes can you make that will result in the improvements you seek?

Aims
Measurement
Ideas, hunches, other people etc.

Three fundamental questions for improvement

How to make change happen

Act
Plan
Study
Do
PDSA(s) looks like this for an improvement...

What’s the objective? More or less of something...

What’s the measure(s)? Increase or decrease...by...

What can you do to make it better? Stop…
Start…
Change…
The PDSA Cycle

How to make change happen...

**Act**
- What changes are to be made?
- Next cycle?

**Plan**
- Objective
- What do we want to do?
- Plan to carry out the cycle (who, what, where, when)

**Study**
- Analyse the data
- What did or didn’t work?
- Summarise what was learnt

**Do**
- Just do it!
- Carry out the plan
- Document problems and unexpected observations

Walton (1989)
Flip a coin

- Aim - everybody to get two heads in a row
- You have 5 minutes to improve your coin flipping technique on your table to show reliability – ie 2 heads each time
Planning your improvement actions:

**OBJECTIVE of PDSA(s)**

What are we trying to accomplish?

How will we know it has resulted in an improvement?

What are we going to do to make the improvement?

**Plan**

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**Notes:**

**Do**

Notes:

**Study**

Notes:

**Act**

Notes:

**WHAT**

**SO WHAT**

**NOW WHAT**
What shall we PDSA today?

- Make it easier to do the right thing
- Communication
And Remember!

• Keep the reasons for Change in mind when you are thinking about planning your PDSA cycles
• Remember the three fundamental questions for improvement
• There is no right or wrong answer - if you find something that works - use it and build on it! If it doesn’t…
In Summary

- The PDSA cycle is a common sense approach to change and improvement
- It’s not new or complicated!
- Keep it small and manageable - break bigger projects down into small, bite-size chunks
- Cycles should happen quickly - think in terms of weeks, not months; and then days not weeks; and if you are really serious…hours not days!
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