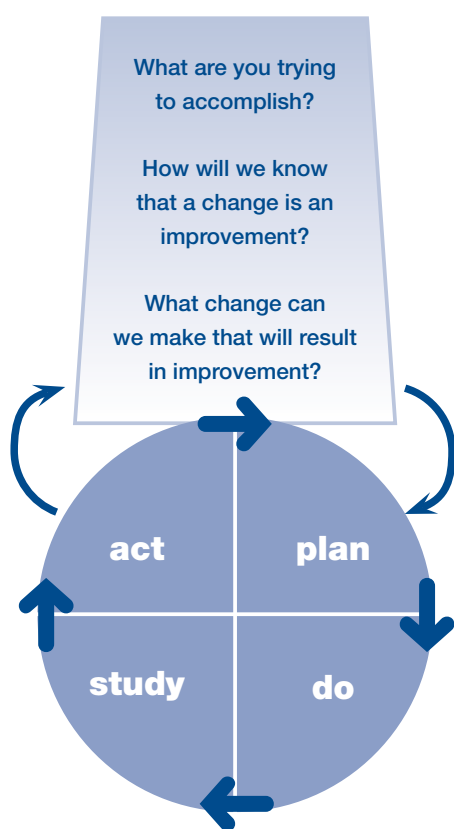


## Using the Model for Improvement

The Model for Improvement\* is a simple yet powerful tool for accelerating improvement, which has two parts:

- Three fundamental questions, which can be addressed in any order.
- The PDSA (Plan-Do-Study-Act) cycle to test and implement changes. The PDSA cycle guides the test of a change to determine if the change is an improvement.



**Setting Aims** - Improvement requires setting aims. The aim should be time-specific and measurable; it should also define the specific population of patients that will be affected.

**Establishing Measures** - Teams use quantitative measures to determine if a specific change actually leads to an improvement.

**Selecting Changes** - All improvement requires making changes, but not all changes result in improvement. Organisations therefore must identify the changes that are most likely to result in improvement.

**Testing Changes** - The Plan-Do-Study-Act (PDSA) cycle is shorthand for testing a change in the real work setting — by planning it, trying it, observing the results, and acting on what is learned. This is the scientific method used for action-oriented learning.

### Plan

List the tasks needed to set up the test of change.  
Predict what will happen when the test is carried out.  
Determine who will run the test.

### Do

Run the test.  
Document what happened when you ran the test.  
Describe problems and observations.

### Study

Describe the measured results and how they compared to predictions.

### Act

Determine what your next PDSA cycle will be based on your learning.

\*The Model for Improvement was developed by Associates in Process Langley GL, Nolan KM, Nolan TW, Norman CL, Provost LP. The Improvement Guide: A Practical Approach to Enhancing Organisational Performance