

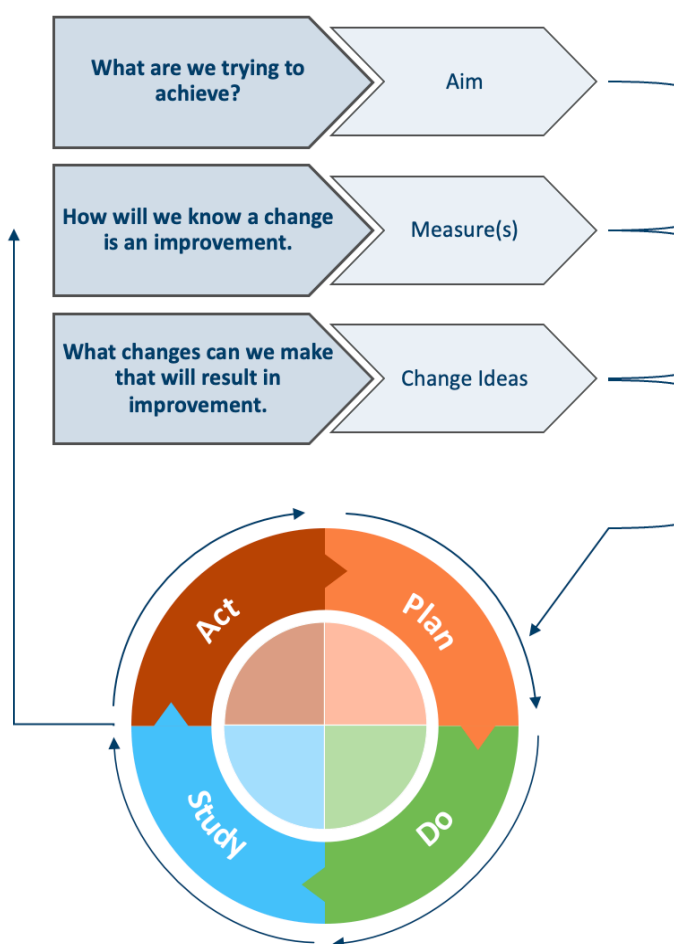
# Quality Improvement

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

In the Model for Improvement, there are two parts (i) the three fundamental questions and (ii) Plan-Do-Study-Act (PDSA) cycle. This model uses PDSA cycles to test changes, ensuring learning for measurable and sustainable improvements.

### Step 1: Three Fundamental Questions

- 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. Consider a family of measures when answering this question.
- 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: Plan-Do-Study-Act (PDSA)

- 1. PLAN:** Describe the change idea. Consider what question you have about what will happen and what you would like to learn. Ensure you have a prediction. Describe the 5W1H (Who, What, Where, When, Why and How) including your data collection plan.
- 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



## PDSA Checklist

To assist you to undertake a PDSA with fidelity use the checklist below to assess your plan:

Quality Criteria	Criteria present (Yes or No)
<b>PLAN:</b> Articulation of a prediction(s) and learning goal	
The learning goal of the cycle is clear?	
Strong change idea? (Based on best practice or prior learning)	
Change idea is specified and developed?	
Clear predictions?	
Data collection plan is clear? (Must be related to predictions)	
Scale of the test appropriate?	

Source: Bennet B, Grunow A, Park S. *Improvement Science at Your Fingertips: A Resource Guide for Coaches of Improvement*. Page 236. ISC LLC, 2022

## Guidance and support

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