Model for Improvement (MFI) PDSA Cheat Sheet

Thinking part	**GOAL** What are we trying to accomplish?	Set a **SMART** goal. Specific: Make it clear what you want to achieve. Measurable: How will you know a change has occurred? Achievable: Being ambitious is good, but what happens if people lose motivation? Relevant: Everybody will lose interest if they can't see the point. Timed: Include a date or time frame (e.g. by a certain date or within the next 3 months).
	MEASURE How will we know that a change is an improvement?	There can be one or more of these. What will you see in the results to know you have achieved an improvement? • Use data that is easily obtained. • Use a combination of process and outcome measures. • Use both qualitative (descriptive) and quantitative (numerical) data. • Use only the data you need.
	IDEAS What changes can we make that will result in improvement?	List some ways you might be able to achieve your goal. What can you actually do in practice that will assist with the goal? Ideally these will be new ways of doing this, which you will 'test' before implementing in your practice.
	IDEA	Choose an idea from your 'ideas' in the previous section – this is the idea you will 'test'.
Doing part (PDSA cycle)	**Plan**	**What:** Choose an idea from your 'ideas' – this is the idea you will 'test'. **Who:** Who will do this? (e.g. Practice Manager). **When:** Include a specific date (e.g. on this 'date' or by this 'date'). **Where:** Location (e.g. in the clinic or another location). **Prediction:** What the practice thinks will be the result of this test? **Data to be collected:** • What will you need to collect after to know an improvement happened? • Include a measure, where possible (e.g. number of patients on the register, number of staff attending meeting).
	Do	**Execute the plan.** **Note any unexpected events/problems:** Anything that may have occurred (e.g. two days late due to staff shortage, discovered chosen staff member didn't have skills to use clinical audit tool and needs more training).
	Study	**Review and reflect on results:** Include reflections/observations of what occurred and a review of the data: • Did this system change idea work well? • If not, why didn't it work well? • What does the data indicate?
	Act	**What will you take forward?** What did you learn from this? If the idea was not successful, go back to your 'ideas' and select a new idea, and complete the process again for that idea. If it works, adopt as part of your new processes. Then your next PDSA will involve a new goal and new ideas (and the process is completed again).