National Quality Improvement (QI) Template

Model for Improvement (MFI) and Plan-Do-Study-Act (PDSA)

This document is for use in partnership with your local WAPHA Practice QI Coach who can be contacted by email via [QI@wapha.org.au](mailto:QI@wapha.org.au)

The following sections are designed to guide practice staff through the **Model for Improvement (MFI – the thinking part)** and the **Plan-Do-Study-Act (PDSA cycle   
– the doing part)** which form a framework for planning, testing and reviewing changes.

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| --- | --- | --- | --- |
| **Practice name:** | *Add the name of your practice* | **Date:** | *Date of commencement* |
| **QI team:** | *List the team members involved*  *Team member*  *Team member*  *Team member*  *Team member* | | |
| **Problem:** | *Why is this work important?*  *What problem is the team addressing?*  *What does our data indicate about it? What are the causes?* | | |
| **Problem statement:** | *Document your succinct problem statement* | | |

Model for Improvement (MFI)

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| --- | --- | --- | --- |
| **Step 1: The thinking part – three fundamental questions (complete as a whole team)** | | | |
| **1. Aim – what are we trying to accomplish?** | | | |
| *By answering this question, you will develop your* ***goal*** *for improvement. It is important to establish a SMART (Specific, Measurable, Achievable, Relevant and Time-bound) and people-crafted aim that clearly states what you are trying to achieve.* | | | |
|  | | | |
| **2. Measure(s) – 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:** |  |
| **3. Change ideas – 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 and process mapping. Include any predictions and measure their impact 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.* | | |

Plan-Do-Study-Act (PDSA)

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| --- | --- | --- | --- | --- | --- |
| **Step 2: The doing part – Plan-Do-Study-Act (PDSA) cycle**  *After you have completed the MFI, use the template below to document and track your PDSA cycles (i.e. small, rapid tests of change).* | | | | | |
| **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?* | *What is your prediction or hypothesis on what will happen?* | *Was the plan completed?*  *Yes or No. Collect data.*  *What worked well and why?*  *Document any unexpected observations, events or problems.* | *Analyse the results and compare them to the predictions.*  *What did you learn?* | *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 if required.* |  |  |  |  |
|  | *Keep adding rows and cycles as needed.* |  |  |  |  |
| ***Summary of results*** |  | | | | |