

Model for Improvement

“Psychologists tell us that in order to learn from experience, two ingredients are necessary: frequent practice and immediate feedback.”

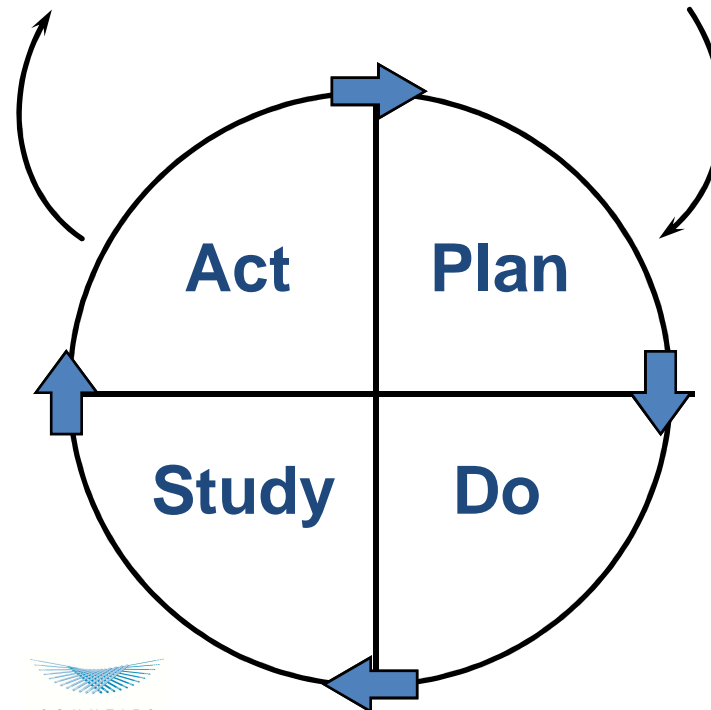
Richard Thaler

Model for Improvement

What are we trying to accomplish?

What change can we make that will result in improvement?

How will we know that a change is an improvement?



1. What are we trying to accomplish?

We found a new technology represented by a sequence that can help our organization improve health care.

We want to discover the rule (or theory) that generated this sequence.

Each improvement team should run tests to determine the rule. When they are sure that they have the rule (based on enough tests), then implement the technology in their organization.

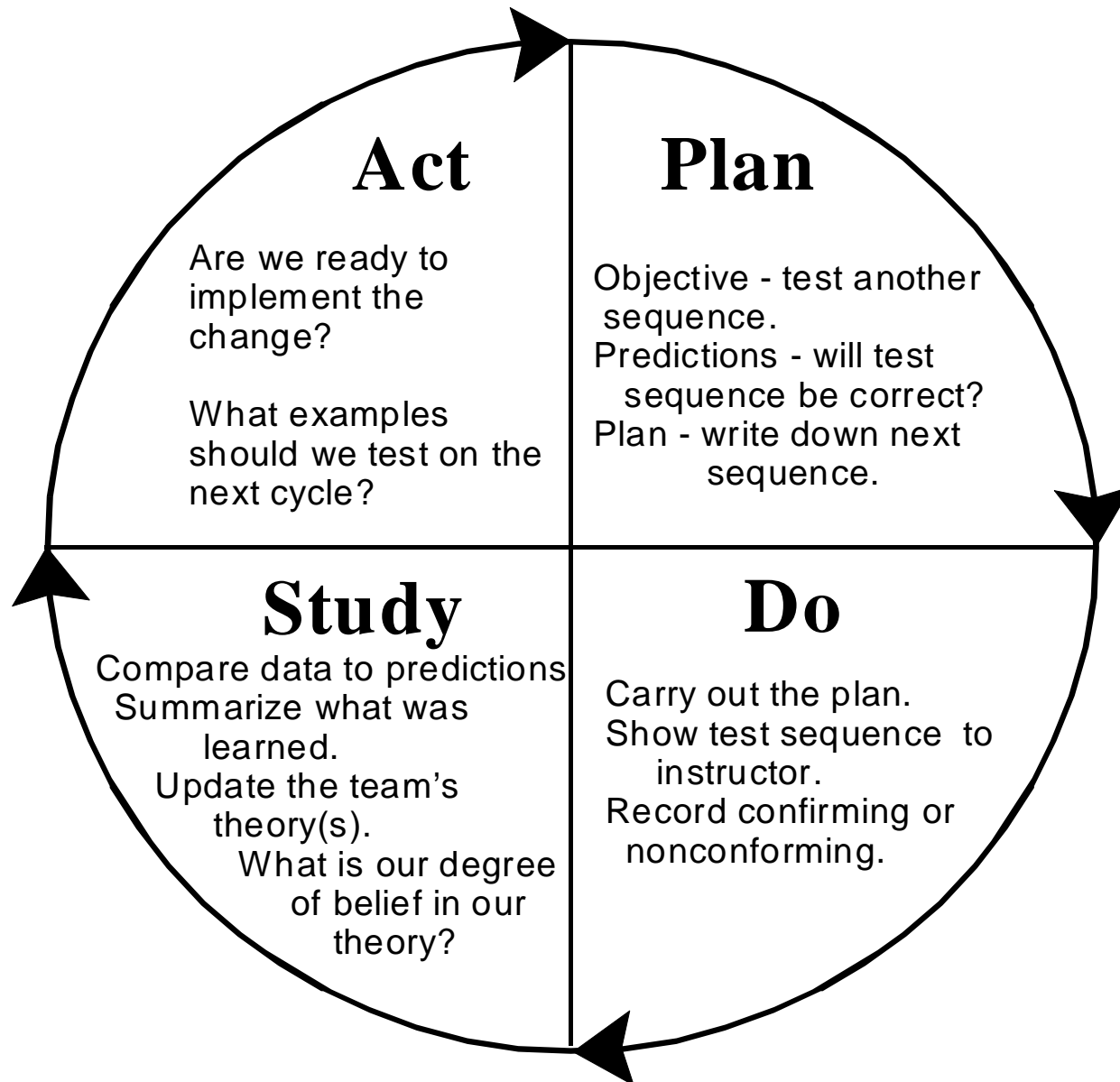
2. How will we know that a change is an improvement?

1. Correct predictions of results of tests
2. A statement of the correct rule upon implementation

3. What changes can we make that will result in improvement?

1. Each team can test one sequence on each cycle. Write down the specific sequence (example) being tested. The seminar leaders will classify as either conforming or nonconforming.
2. Run as many cycles as required until you are sure you know the rule. Keep track of the number of cycles, and whether the example test sequence was conforming or nonconforming to the rule.
3. When testing cycles are complete, wait until all teams are done to report the implementation cycle (state the rule).

PDSA Cycle for Sequence



RESULTS OF THE SEQUENCE TECHNOLOGY IMPROVEMENT EFFORTS



PDSA Cycle	Current Rule (Theory) for Sequence	Sequence to Test	Prediction		Result of Test	
			Yes- Matches Rule	No Does not match rule	Yes match	No no match
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						

Rule for Implementation:



Debrief



- What was frustrating?
- What was encouraging?
- For those teams that succeeded in learning, when did the break through occur?

Create a 2-way Table of your PDSA Tests



		Actual Result of Sequence Tested		
		Correct	Not Correct	
Prediction (Matches to Current Rule or Theory)	Yes			
	No			
		Total Correct	Total Incorrect	Total Cycles

Debrief



- What did you learn from this experience that you could apply to your projects?
- If you were coaching another team in this room in the use of the Model for Improvement to solve their problem of practice, what advice would you give them?

Key take aways

- Importance of learning questions and predictions
- Importance of rapid testing
- Importance of learning through “failure” and through success
- Importance of discovery of a theory that works in practice (testing to discover)

Break out



- Return to the ideas generated during our Change Concepts session
- Select 1 idea to develop into a PDSA cycle you can run by next Tuesday

Develop the PLAN for your PDSA cycle

- What idea are you experimenting with
- What are your learning questions for the cycle?
 - Are my underlying assumptions true (articulate these)
- What is your prediction for learning around each question?
- At what scale are you testing?
 - With 1 nurse for 1 shift? With the next 3 patients?
- What are the specifics
 - Who will run the cycle?
 - When will it be done?
 - What data will you collect? Do you need to develop a data collection tool?