

Model for Improvement

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What are we trying to accomplish?

S

- **SPECIFIC**

- Define the goal as much as possible with no unclear language
- **Who** is involved, **WHAT** do I want to accomplish, **WHERE** will it be done, **WHY** am I doing this – reasons, purpose, **WHICH** constraints and/or requirements do I have?

M

- **MEASURABLE**

- Can you track the progress and measure the outcome?
- How much, how many, how will I know when my goal is accomplished?

A

- **ATTAINABLE/ACHIEVABLE**

- Is the goal reasonable enough to be accomplished? How so?
- Make sure the goal is not out or reach or below standard performance.

R

- **RELEVANT**

- Is the goal worthwhile and will it meet your needs?
- Is each goal consistent with the other goals you have established and fits with your immediate and long term plans?

T

- **TIMELY**

- Your objective should include a time limit. Ex: I will complete this step by month/day/year.
- It will establish a sense of urgency and prompt you to have better time management.

Measurement

How will we know that a change is an improvement?

There are three different types of Measure

Outcome: Used to measure results can be used to set a baseline and then repeated to determine progress.

Process: are the parts/steps performing as planned? Are we on track to improve the system?

Balance: are changes designed to improve one part of the system causing new problems in other parts?

Title

What change can we make
that will result in improvement?

A change concept is a general notion or approach to change that has to been found to be useful in developing specific ideas for improvement. After generating ideas run Plan-Do-Study-Act (PDSA) cycles to test a change or group of changes on a small scale to see if they result in improvement.

Plan-Do-Study-Act (PDSA Cycle)



Plan: Plan the test, including a plan for collecting data.

Do: Try out the test on a small scale, document problems and unexpected observations

Study: set aside time to analyse the data and study the results.

Act: Refine the change, based on what was learned from the test

Prepare a plan for the next test