

Glossary of Terms

Term	Definition
BTS	BTS stands for Breakthrough Series designed by the Institute of Healthcare Improvement to assist healthcare organisations in bridging the gap between what we know and what we do. It also encourages collaborative learning between participant organisations.
Collaborative/cohort/wave	<p>A collaborative is two or more groups/organisations working together to improve services e.g. Ministry of Education and Ko Awatea.</p> <p>Cohort is a group of participants working together within a region to share ideas on improving their service e.g. Napier cohort.</p> <p>Wave refers to a group of participants who started at different times with Ko Awatea in this exciting collaborative e.g. we are now up to wave 3 with wave 1 having started in 2014.</p>
Change package	A change package is a document that provides the background and aim of the Collaborative, the Driver Diagram(s), proven change ideas, supporting evidence of the change ideas, and the associated measures. It shows what previous cohorts have found to be useful in developing specific ideas for changes that have led to improvement.
Scale and Spread	Scale and spread refers to the scale of the improvement and “spreading” to a wider audience.
MFI	The Model for Improvement (MFI) is a simple, yet powerful approach to achieving rapid and significant improvements in care delivery and outcomes. It has been used very successfully by hundreds of health care organizations in many countries to improve many different health care processes and outcomes.
Aim Statement	An Aim statement is meant to answer the question “What are we trying to accomplish?” The aim should be time-specific and measurable; it should also define the specific population that will be affected.
Driver Diagram	A driver diagram is a tool that helps you to translate a high level improvement goal into a logical set of underpinning goals and projects. It captures an entire change programme in a single diagram and also provides a measurement framework for monitoring progress.
Change Ideas	Change ideas are ideas for improving our service. The change ideas can be entered into a driver diagram but need to be tested using the MFI before being implemented.
PDSA	The PDSA (Plan-Do-Study-Act) Cycle is a systematic series of steps for gaining valuable learning and knowledge for the continual improvement of a product or process. It forms the testing stage of the Model for Improvement
Measures: Outcome Process Balance	<p>Measurement is a critical part of testing and implementing changes; measures tell a team whether the changes they are making actually lead to improvement.</p> <p>The different types of measures are:</p> <p>Outcome measures: reflect what we are trying to accomplish</p> <ul style="list-style-type: none"> • % Licenced hours booked per week <p>Process measures: reflect the work done to accomplish the outcome</p> <ul style="list-style-type: none"> • Number of on-site enrolment forms completed per week • Number of children signed up for ‘30 free hours’ <p>Balancing measures: alert us to unintended consequences of improvement</p> <ul style="list-style-type: none"> • Cost of providing additional free hours