

Quality Improvement?

The Youth Friendly Primary Care Project uses quality improvement methodologies to bring about positive change in how we deliver care to young people.

But what is quality improvement, and how do I use it?

What is quality improvement?

Quality improvement is all about problem solving and giving things a go as a team. It involves identifying problems and testing small changes to improve the services we provide.

Often we have an idea of the change we want to achieve in our heads - but no clear plan for how to achieve it. Sometimes we think that to achieve change we need to go big - but lasting change is usually achieved through a series of small changes.

Improving how we do things means that fewer mistakes are made - meaning there is more time and resources to focus on what really matters - providing care to patients.

Testing small changes means there is less risk involved - if a change doesn't have the effect we intended - we can easily reverse it.

Following the success of a small scale change - we can roll it out on a larger scale and recommend that others try the change out and see if it works for them

Why is it important?

How do I use it?

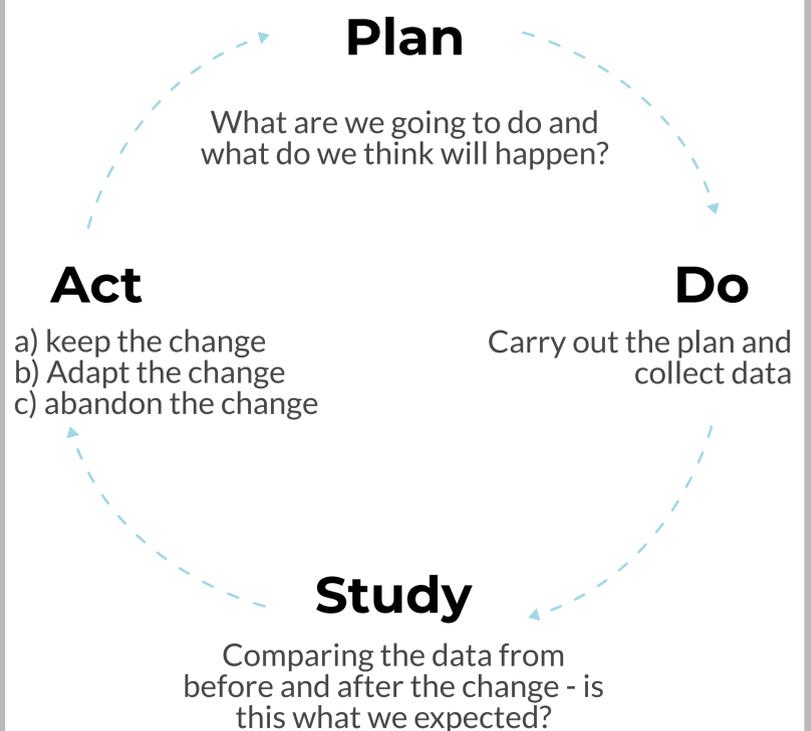
In Counties Manukau and most other organisations concerned with quality- we use the Model for Improvement.

The Model for Improvement has **three key steps** followed by continuous quality improvement cycles in the form of **Plan, Do, Study, Act (PDSA)**.

The Model for Improvement

- 1 Set an Aim**
What are you trying to accomplish? This is usually in response to an identified problem
- 2 Choose Measures**
How will you know that a change is an improvement? This will involve collecting data.
- 3 Select Changes**
What changes should we make in response? These changes can be tested using PDSA Cycles.

Plan, Do, Study, Act (PDSA) Cycles



How does it fit in with the Youth Friendly Quality Improvement Project?

1

Undertake the Self-Assessment

2

Based on the assessment - select an area for improvement

3

Begin the quality improvement process:

- Go through the three steps in the Model for Improvement
- Go through the PDSA cycle

4

Share your learning!