



The Model for Improvement

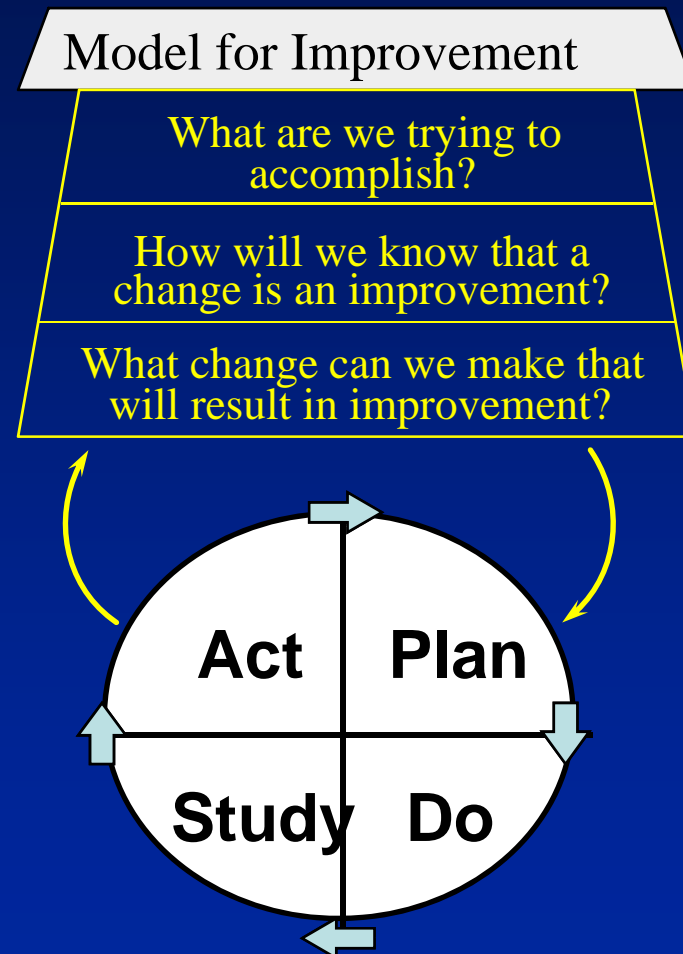
Objectives

- Identify components of Model for Improvement (MFI)
- Identify skills, methods or tools you think are especially important for your role as the technical guide for successful improvement projects

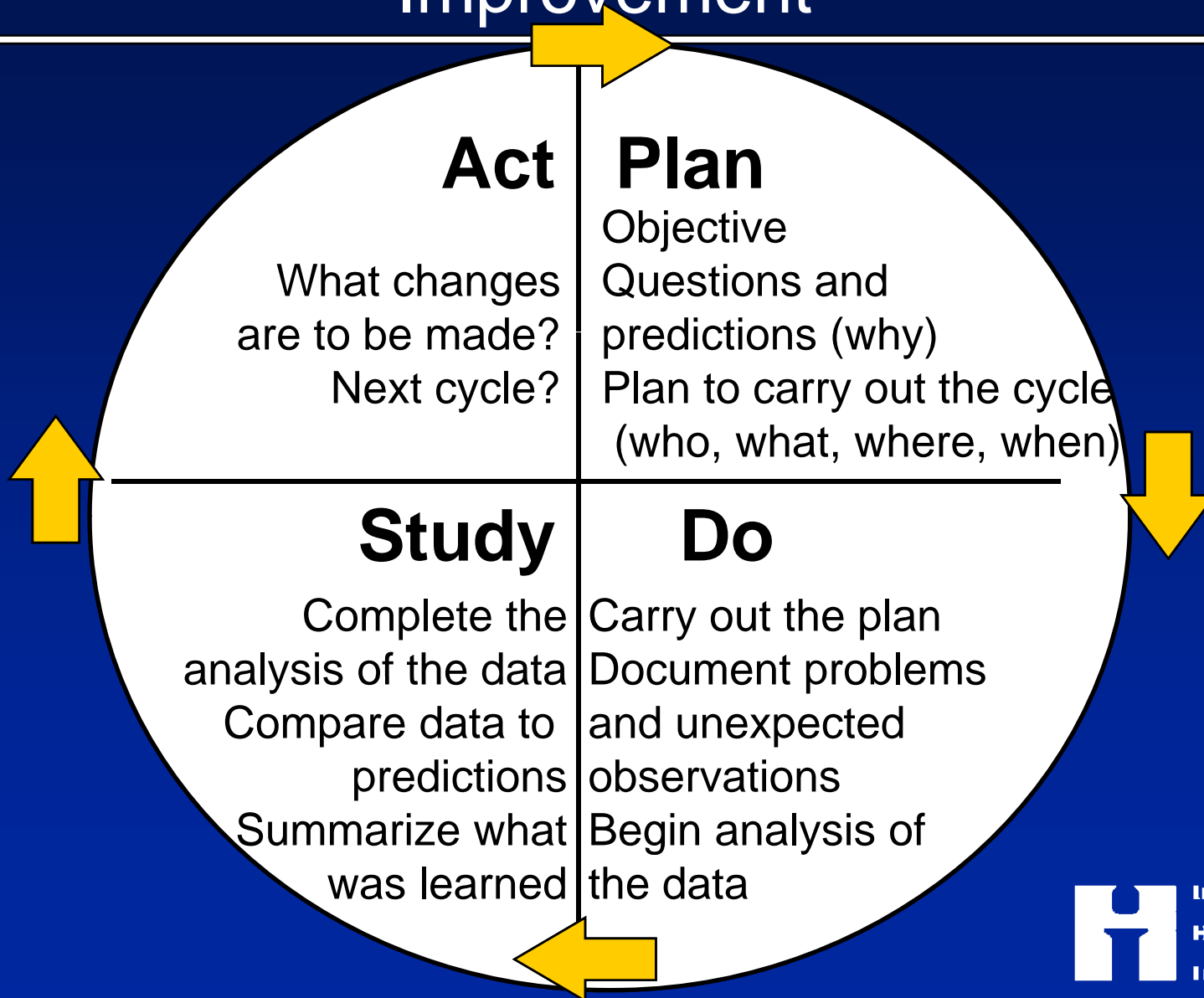
Model for Improvement

Three Questions

- What are we trying to accomplish?
- How will we know that a change is an improvement?
- What changes can we make that will result in improvement?



The PDSA Cycle for Learning and Improvement



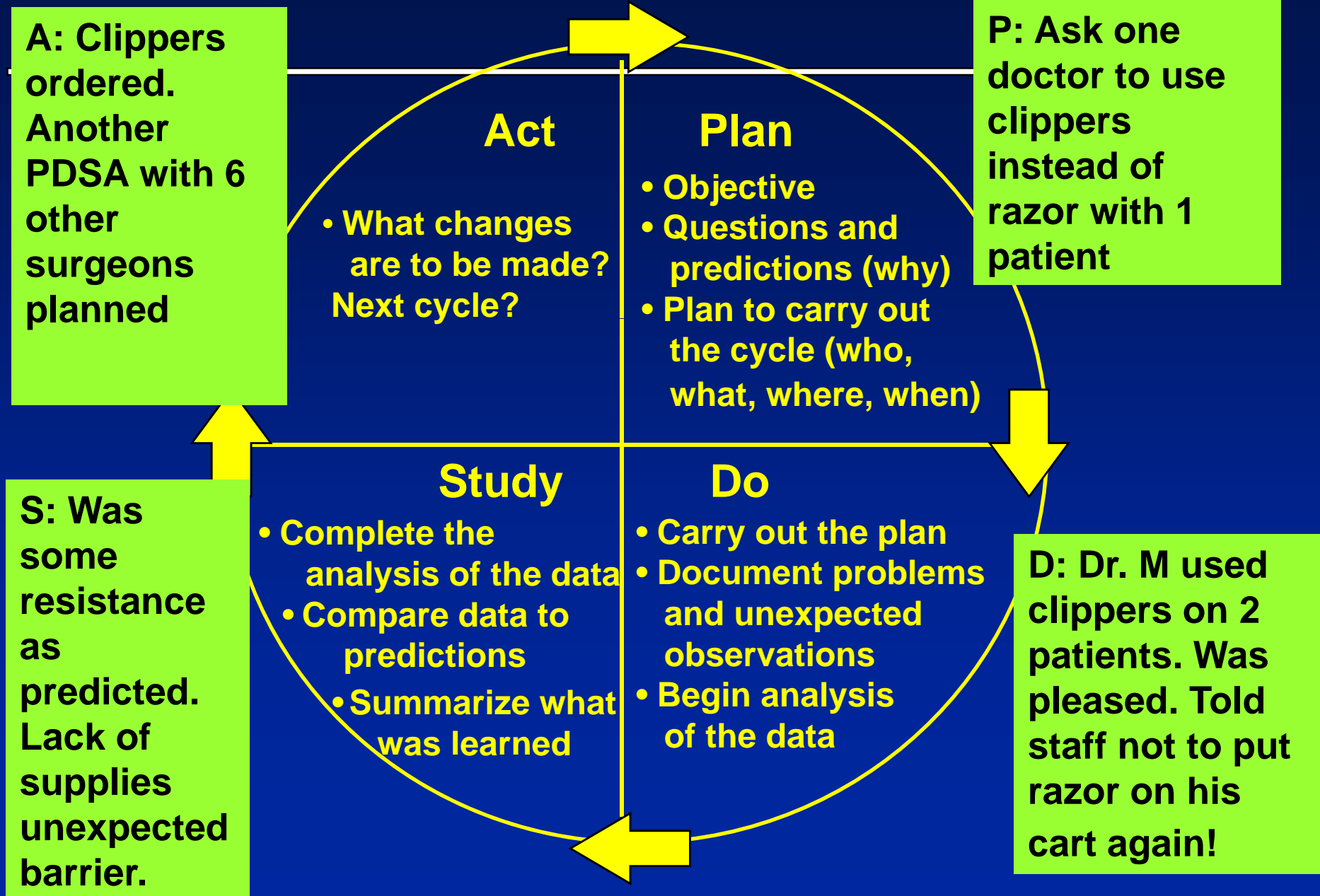
Removing Razors: First PDSA: Miami Valley

- **Objective:** Replace the practice of pre-op shaving with the use of clippers
- **Questions:** Can we get cooperation from surgeon and O.R. staff? Are there any barriers? What are staff/physician perceptions about hair on incision site?
- **Predictions:** There will be a learning curve. There will be mixed acceptance and resistance.
- **PLAN:** On October 27, 2003, one surgeon will be asked by a team member who is a clinical nurse manager in surgical service to use clippers on one surgery patient instead of having that patient shaved. Collection of data will be via direct observation by that team member.

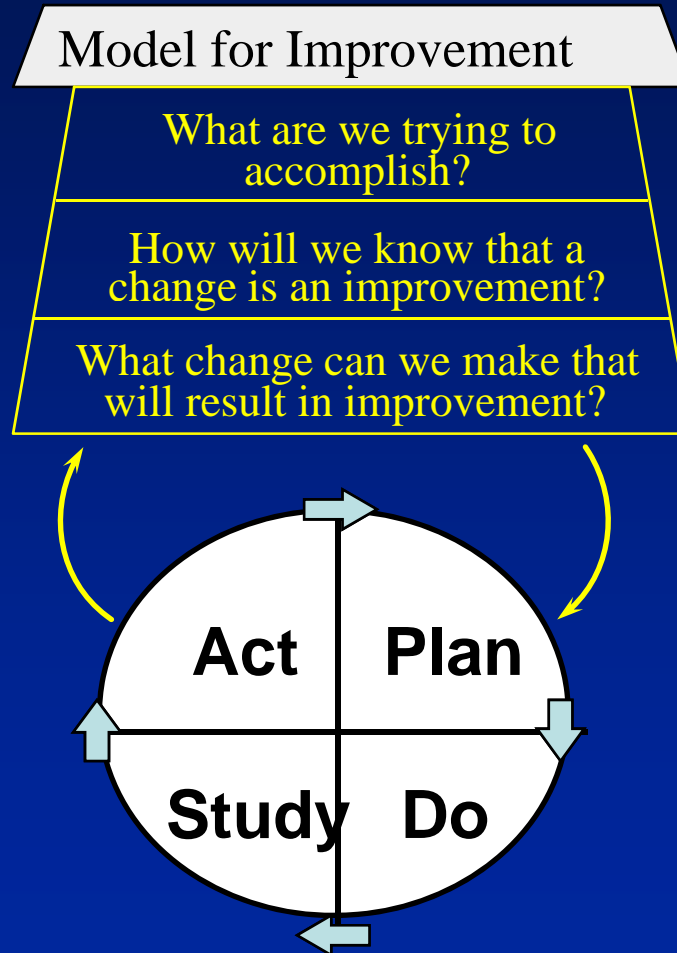
Removing Razors: First PDSA: Miami Valley (Cont.)

- **DO:** Dr. Moncrief was asked to use clippers on his patient instead of shaving by Linda Hawley. At first he said no, but after being told that it was a Class 1A recommendation, he agreed to try it. Not only did he comply, but he used clippers on two of his cases and instructed staff to never place another blade on his case cart.
- **STUDY:** There was full cooperation in this first test of change after some initial resistance. One barrier noted for spreading change was a lack of supplies. In this test, there were no negative perceptions related to using clippers noted.
- **ACT:** Additional clippers are being ordered and are expected to arrive in about a week. Six other clinical nurse managers were in serviced in anticipation of conducting another PDSA that includes six other surgeons after the clippers arrive. A learning board is also being constructed.

A PDSA Cycle



Model for Improvement



Multiple PDCA Cycles

Model for Improvement

What are we trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in improvement?

--Sequential building of knowledge

--Include a wide range of conditions in the sequence of tests

Theories, hunches, & best practices



Evidence & Data

Breakthrough Results

Implement a change

Test new conditions

Test a change

Learning and improvement

Develop a change

Multiple Cycles to Implement Each Component of the ICIC Chronic Care Model

Component: Decision Support

Chinatown, Asthma BTS, 2001

Use of Flow sheet
V.4 by all
physicians and
nurses

Cycle 5: Implement use
of V.4, do peer review of
documentation and use

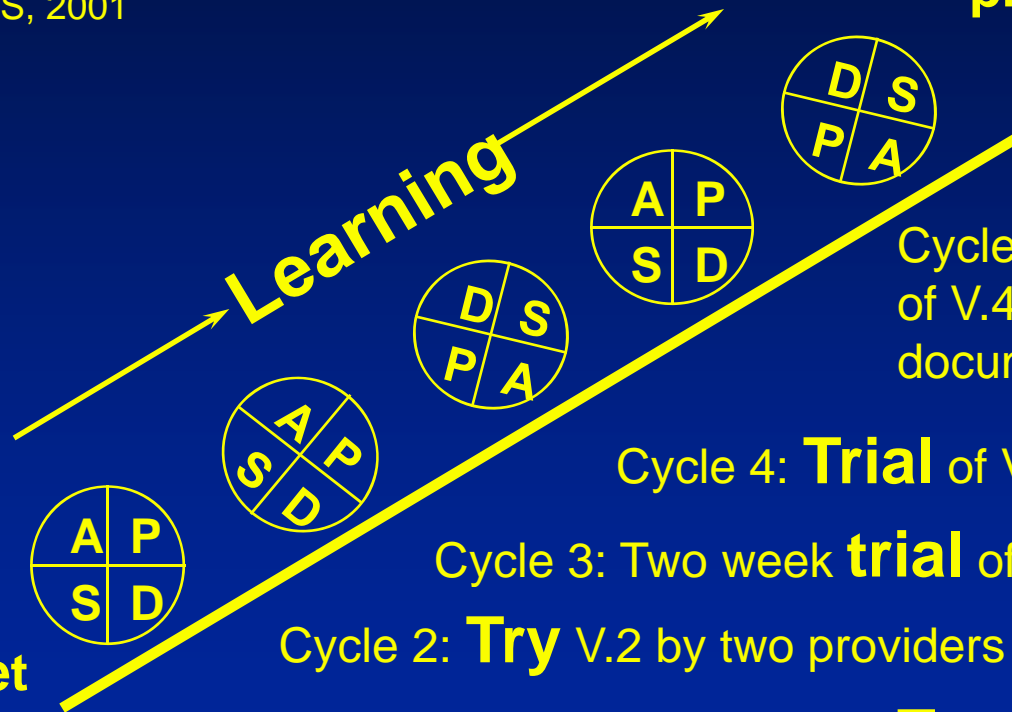
Cycle 4: **Trial** of V.4 by all providers

Cycle 3: Two week **trial** of V.3, review meetings

Cycle 2: **Try** V.2 by two providers for a few days

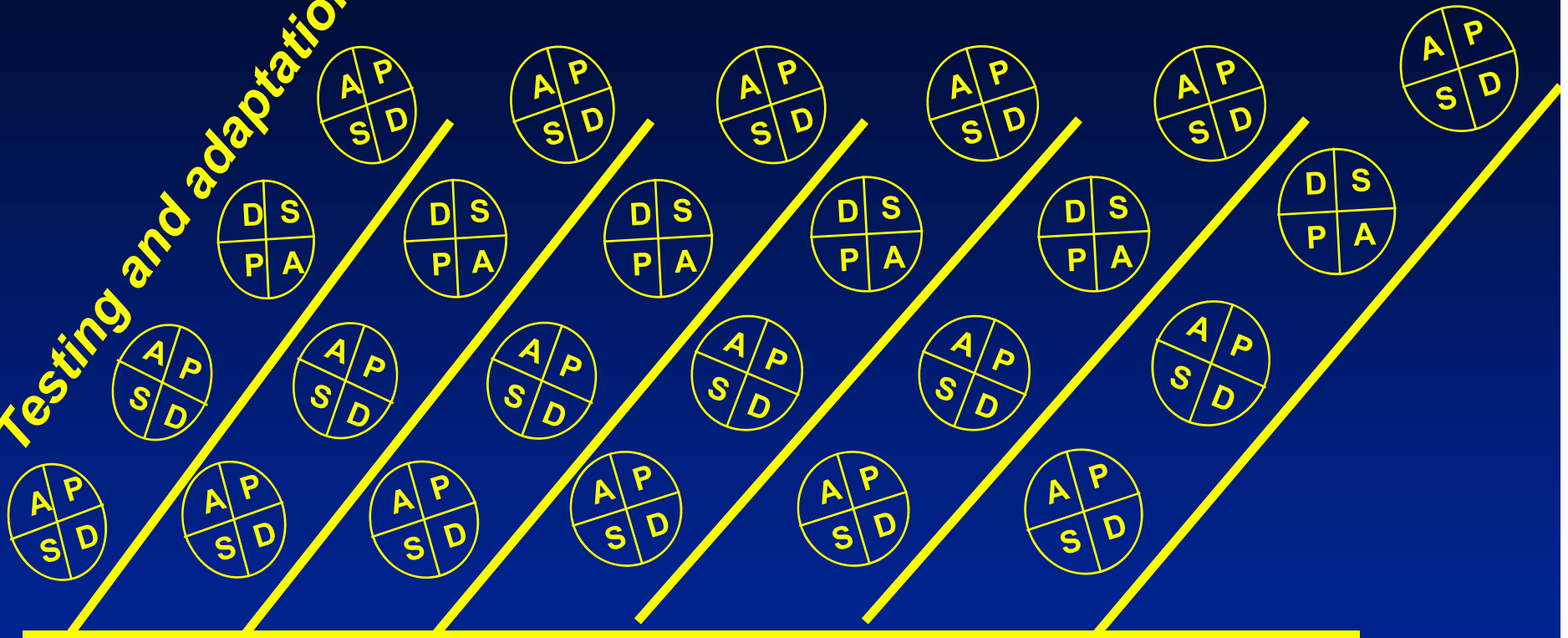
Cycle 1: Gather sample flow sheets. **Try** V.1 with two patients

Will a flow sheet
be useful for
asthma patients?



Overall Aim: Implement the Care Model for Patients with chronic conditions

Testing and adaptation



Self-
Management
Support

Delivery
System
Design

Decision
Support

Clinical
Information
Systems

Community
Resources

Leadership

Strategies for Each Component of the Care Model