

Model for Improvement

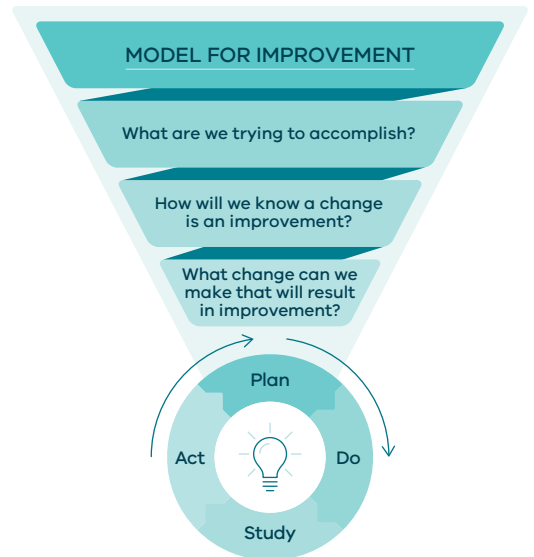
Overview

Improvement science is a methodology commonly used to define problems and inefficiencies in a system and identify areas for improvement so that the system delivers the desired outcomes.

The Model for Improvement (MFI) was developed by the Institute for Healthcare Improvement (IHI). The MFI helps to identify, define and diagnose a problem, create a theory of change, and test 'change ideas' to determine if they will improve system performance. The IHI and Safer Care Victoria use the MFI to guide healthcare quality and safety improvement initiatives.

The MFI has two parts:

- **Three fundamental questions** that enable you to set aims, establish measures, and select changes.
- **A systematic testing cycle** called Plan Do Study Act (PDSA) to test the impact of the proposed changes.



This toolkit includes a number of different quality improvement tools and templates to support your work. To learn how to use the PDSA cycle to test your ideas you can use the SCV PDSA Toolkit Resource.

Planning for your improvement activity

When planning any improvement or change to work processes, it is essential to know what you want to achieve, how you will measure improvement, and to be explicit about the idea you are testing. You may not get the results you expect so it is safer and more effective to test out improvements on a small scale before implementing them across the board.

Before you start to work through the three fundamental questions of the MFI, it is important to think about who you need to work, consult and partner

with. Ensuring that those who are most affected by the work you are seeking to improve are involved in your improvement efforts is fundamental to quality improvement. You may want to start by mapping out who has decision-making authority, and the patients, carers and other people with relevant lived experience you might want to work with. This includes the people who help deliver the service. Refer to the Partnering with consumers Toolkit Resource and the Planning Canvas for more information.

How to use the Model for Improvement

Answer the three fundamental questions:

What are we trying to accomplish? (aim):

You will need to write a clear and concise aim statement for your improvement work. Refer to the Aim Statements Toolkit Resource.

How will we know that a change is an improvement? (measurement):

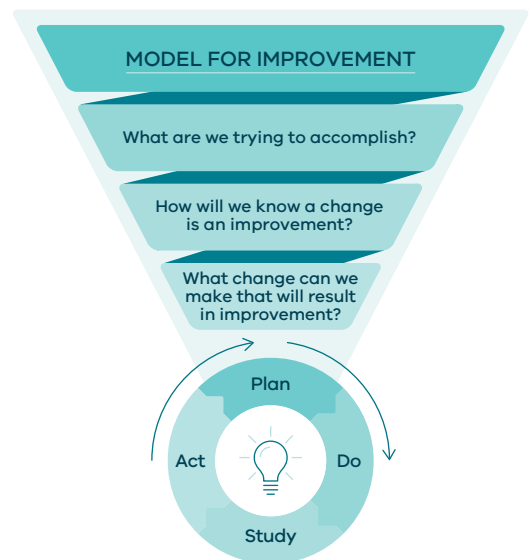
You must measure the impact of your improvement work to know if you are achieving your aim. Learn more in the Family of Measures Toolkit Resource.

What change can we make that will result in an improvement? (ideas for change):

You will need to decide what ideas you will test to achieve your aim. Remember, your change should be able to bring about differences in performance that are measurable. This is where you generate ideas of new actions and different ways of working that may lead to an improvement. Creativity tools can help to generate change ideas. There are also tools to help you to prioritise which change ideas to test first.

Next steps

Once you have worked through the three fundamental questions it is time to test your ideas for change. Refer to the SCV PDSA Toolkit Resource to learn more about testing your change ideas.



Additional resources

To learn more about Quality Improvement you can access the following resources:

- [SCV Quality Improvement Toolkit](#)
- [Institute for Healthcare Improvement website](#)
- [NSW Clinical Excellence Commission Quality Improvement Tools](#)

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