

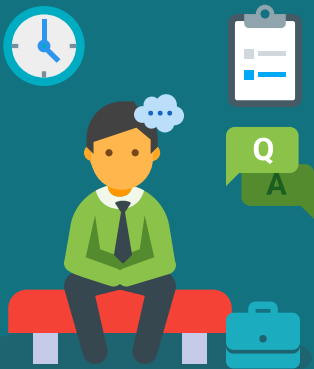
# Model for Improvement

According to the Institute for Healthcare Improvement Model for Improvement (Mfi) 'provides a framework for developing, testing and implementing changes leading to improvement. It is based on scientific method'. The 4 stages are as follows:

## What are we trying to accomplish?

Stage 1 of the Model for Improvement process starts with the key question: what are we trying to accomplish?

Teams need to start the Mfi process with clear goals and a measurable target. As an example, 'reducing the number of patients who do not attend appointment' is unspecific and not helpful. It would be much better to start with the aim of 'reducing the number of DNAs to less than 100 per month within six months.'



## STAGE 1

## How will we know that a change is an improvement?

In stage 2 we ask: how will we know that a change is an improvement?

At this point in the Mfi process we need to determine what data we will need to collect and the time-frame involved. In the example given we know the current DNA rate and therefore are aiming to reduce this over time. Collecting the relevant data will enable us to see the impact of our changes.

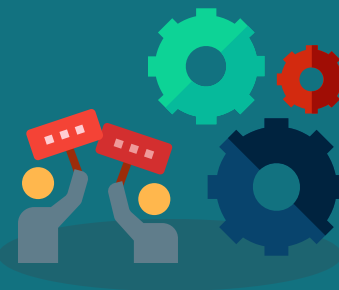


## STAGE 2

## What changes can we make that will result in improvement?

Stage 3 asks: what changes can we make that will result in an improvement?

This is where we can work as a team and brainstorm a range of changes to implement. The Mfi process encourages innovation and it is likely that many possible changes will be identified. However, it is important that changes are implemented one at a time so we can test their impact.



## STAGE 3

## Implement Plan, Do, Study, Act cycles

Stage 4 involves the implementation of Plan, Do, Study, Act cycles.

It is probably best to plan one change at a time, do it and study the impact before determining if we adopt, adapt or abandon this.

For example, in our attempt to reduce DNAs we could: (1) send appointment text reminders, (2) then focus on the patients who most frequently DNA, etc.



## STAGE 4

