Tool 1c: The Model for Improvement example

Developing objectives for improvement work
You will find it useful to identify what you want to achieve from your improvement work. The improvement model's three fundamental questions for achieving improvement provide a useful framework for developing your objectives.

Q1. What are we trying to accomplish?
What is the **overall** aim of what we are doing? What are we hoping to improve?
For example, increase the range of ways in which residents can access care, improve how we use skills of team members, use our time better.

> Complete an agreed multifactorial falls risk screen (MFRS) for each resident as part of the admission assessment.

Q2. How will we know that a change is an improvement?
What will tell us that our changes make things better than they were before? What can we measure that will demonstrate that our changes are actually an improvement? What data (opinions, observation, process data and results) will be useful?

- The number of MFRSs completed and in care plans.
- Staff will be aware of the importance of preventing and managing falls and prevention of fractures.
- Reduce the number of falls.

Q3. What changes can we make that will lead to an improvement?
Include all the ways that you can work towards your objective, so that you can develop plans for PDSA cycles. Think about what has worked for other people, what ideas you have yourself and innovative approaches.

- Introduce a MFRS form into the admission assessment documents/process.
- Train staff to use form correctly.
- Monitor implementation of the form.

PDSA worksheet

Date:	16.03.16	Cycle:	1

Aim: (Big = what is the overall goal you are trying to achieve? Small = what is the first step?)

Big aim: Complete an agreed MFRS for each resident as part of the admission assessment.			
Small aim: Raise staff awareness of multifactorial falls risk screen form.			
Describe what your first test of change will be (every goal will require multiple tests of change)	Person responsible	When will the test take place?	Where will the test take place?
Introduce the concept at the next staff meeting giving additional time to go through the form for consistent recording.	EM	Staff meeting (22/3)	Sitting room

Plan:

List the tasks needed to set up the test of change (include getting ready to measure)	Person responsible	When will the test take place?	Where will the test take place?
• Remind all staff to attend the meeting	AM	16/03 morning handover	Sitting room
• Provide staff with MFRS form prior to meeting	AM	16/03 morning handover	Sitting room
• Agree how we will collect staff feedback	EM/AM	21/03 morning handover	Office

Predict what will happen when you carry out your test	How will you know whether the change is an improvement? (What will you measure and how?)
• Staff may be concerned about additional paperwork. • Staff will see the benefits of the risk assessment.	• Number of staff attending session (AM to take a note). • Staff feedback from the session (AM to take a note).

Do:

Describe what actually happened when you ran your test (note any unexpected events or problems)
• Identified and introduced a MFRS form. • Issued staff with form prior to meeting for staff to become familiar with. Talked through form and discussed any issues.

Study:

Describe your results and how they compared to your prediction

• Log all results – staff attendance at meeting – 13 out of 20
• Any reflections
   – some concern about length of form but staff understand the benefits and are happy to test new paperwork
   – clarified changes required to the forms
   – make a date to meet with staff who could not attend
   – staff require more time to familiarise themselves with form prior to implementation.

Act:

From your learning above, what modifications you will make to your plan for the next cycle of tests
• Make changes to MFRS form as suggested in meeting. • Repeat using adapted form at next week's staff meeting. • Repeat cycle with staff who could not attend meeting.