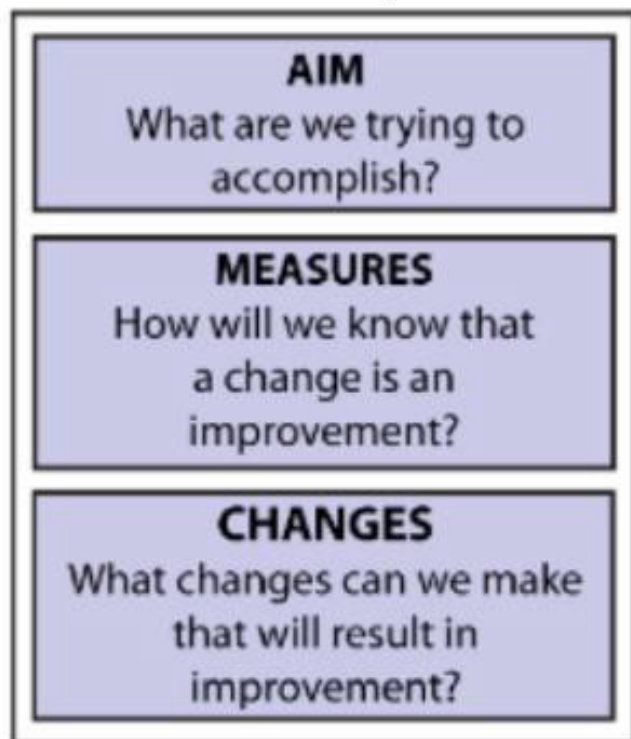


Improvement Models

The Institute for Healthcare Improvement (IHI) Model for Improvement

- Developed by Associates in Process Improvement
- Simple but powerful tool for accelerating change
- Promotes improvement by seeking answers to 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?

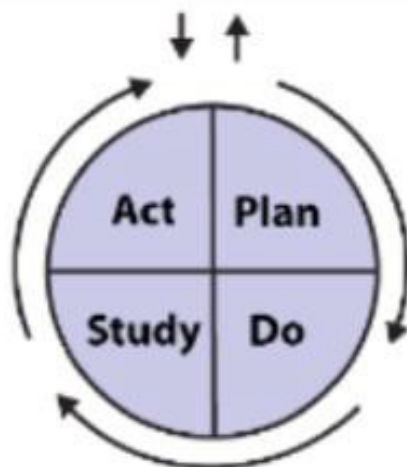
The Model for Improvement



The Model for Improvement has two parts.

The first part looks at key questions to help guide our thinking about our improvement effort. Those questions are:

1. What are we trying to accomplish?
This provides direction and is the AIM of our work
2. How will we know that a change is an improvement?
This is about how we MEASURE where we are now and where we want to be
3. What changes can we make that will result in an improvement?
These are the CHANGES we can make to achieve our goal

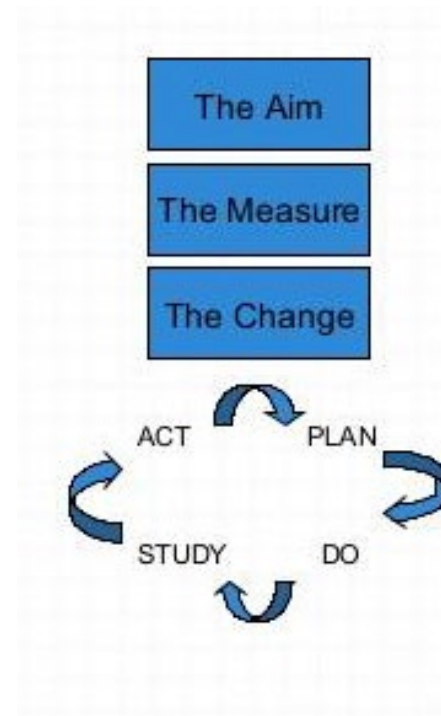


The second part is about how we TEST the changes we came up with. It's called the Plan-Do-Study-Act cycle or the PDSA cycle for short.

It is a tool to help us learn the best way to make changes and continually improving how we work.

Executing the Model for Improvement

- Form a team
- Three Questions: The Aim, The Measures, The changes
- Test changes - PDSA Cycle
- Implement changes that work
- Spread the changes to other areas



Plan

- State the objectives of the improvement project.
- Determine needed improvements.
- Design process changes to achieve the improvement objectives.
- Develop a plan to carry out the changes (define who, what, when, and where).
- Identify data that need to be collected to determine whether changes produced desired results.

Do

- Implement the changes on a small scale.
- Document problems and unexpected events.
- Gather data to assess the changes' effect on the process.

Study

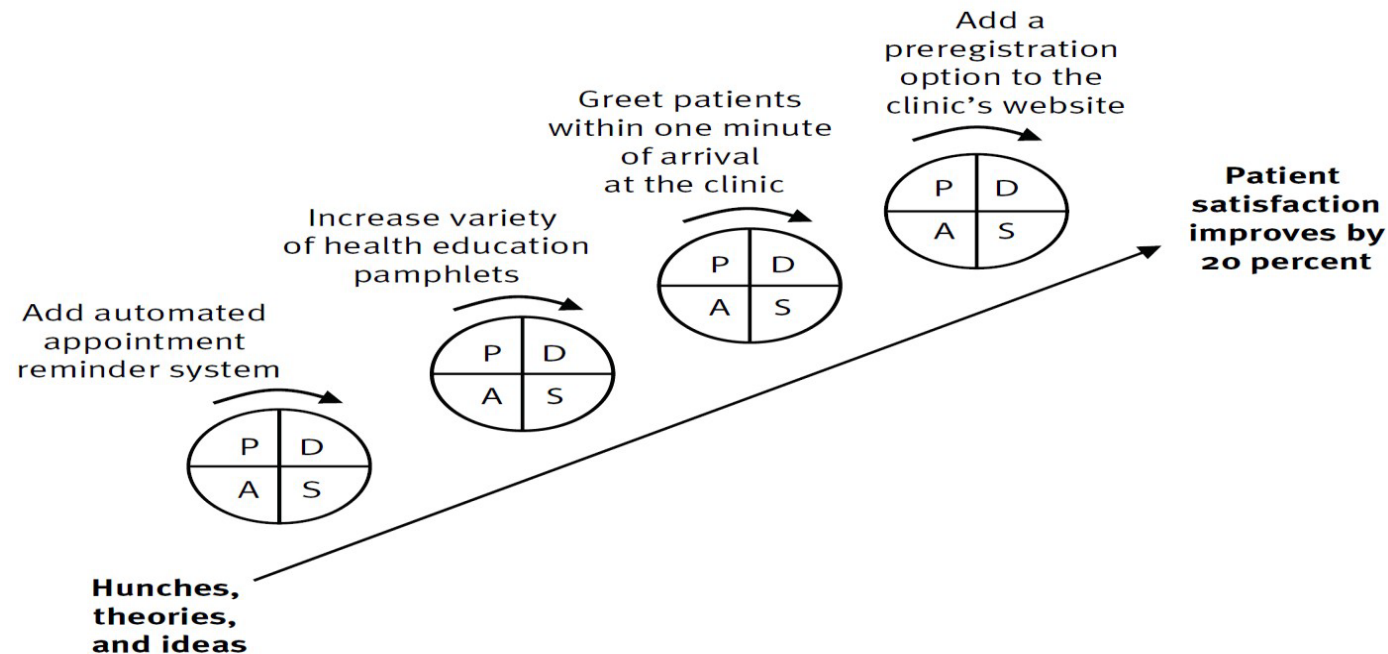
- Analyze data to determine whether the changes were effective.
- Compare results with expectations.
- Summarize lessons learned during and after implementation of the changes.

Act

- If changes were not successful, repeat the PDSA cycle.
- If changes were successful, or partially successful, modify them as necessary and implement them on a wider scale.
- Predict results.

Rapid Cycle Improvement

- An improvement model that makes repeated incremental improvements to optimize performance

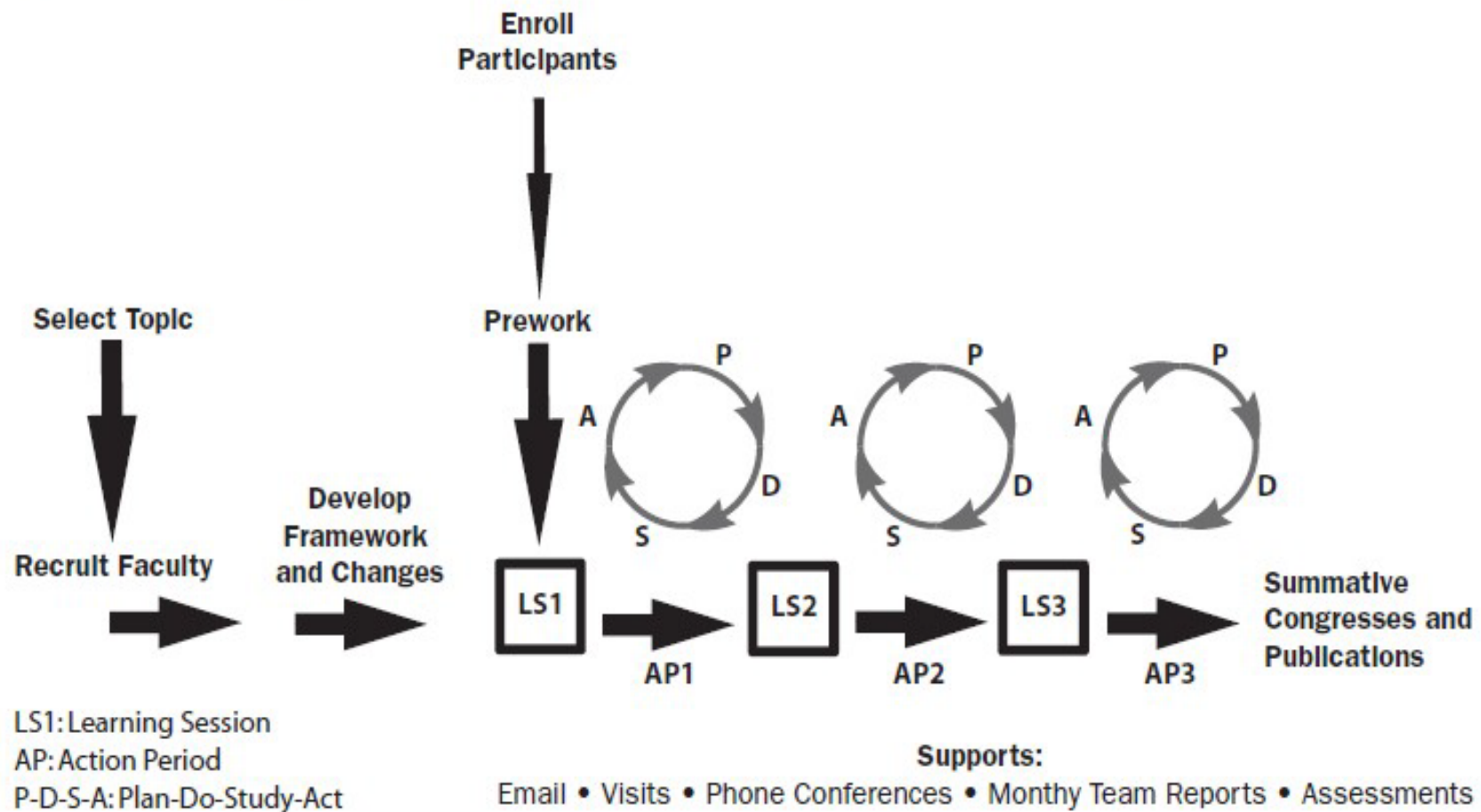


IHI Breakthrough Series/Model

- Developed the Breakthrough Series to help health care organizations make “breakthrough” improvements in quality while reducing costs
- Designed to help organizations close that gap by creating a structure in which interested organizations can easily learn from each other and from recognized experts in topic areas where they want to make improvements

Development of Breakthrough Series

- was conceptualized in late 1994 when one of IHI's founders, Paul Batalden, MD, sketched the model on a napkin



Resources

QUALITY IMPROVEMENT

U. S. Department of Health and Human Services
Health Resources and Services Administration

Continuous Quality Improvement (CQI) Strategies to Optimize your Practice

Primer

Provided By:
The National Learning Consortium (NLC)