

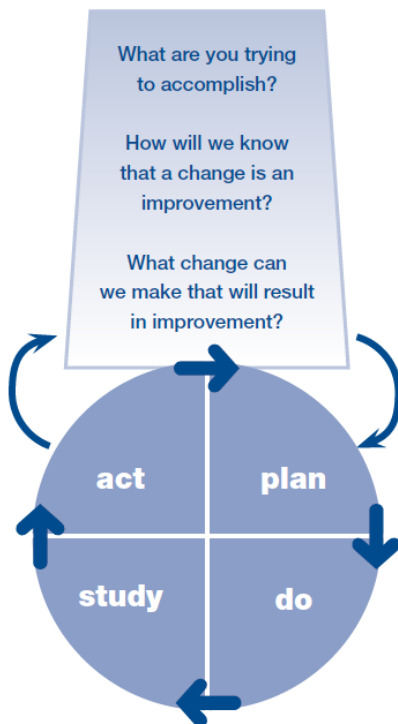
Using the Model for Improvement

The Model for Improvement* is a simple yet powerful tool for accelerating improvement, which has two parts:

- Three fundamental questions, which can be addressed in any order.
- The PDSA (Plan-Do-Study-Act) cycle to test and implement changes.



The PDSA cycle guides the test of a change to determine if the change is an improvement.



Setting Aims

Improvement requires setting aims. The aim should be time-specific and measurable; it should also define the specific population that will be affected.

Establishing Measures

Teams use quantitative measures to determine if a specific change actually leads to an improvement.

Selecting Changes

All improvement requires making changes, but not all changes result in improvement. Organisations therefore must identify the changes that are most likely to result in improvement.

Testing Changes

The Plan-Do-Study-Act (PDSA) cycle is shorthand for testing a change in the real work setting — by planning it, trying it, observing the results, and acting on what is learned. This is the scientific method used for action-oriented learning.

Plan

- List the tasks needed to set up the test of change.
- Predict what will happen when the test is carried out.
- Determine who will run the test.

Do

- Run the test.
- Document what happened when you ran the test.
- Describe problems and observations.

Study

- Describe the measured results and how they compared to predictions.

Act

- Determine what your next PDSA cycle will be based on your learning.

*The Model for Improvement was developed by Associates in Process Langley GL, Nolan KM, Nolan TW, Norman CL, Provost LP.

The Improvement Guide: A Practical Approach to Enhancing Organisational Performance

<http://www.scotland.gov.uk/Topics/People/Young-People/early-years/early-years-collaborative>