

An illustration of a diverse group of people in a meeting. The scene is composed of several stylized human figures in various colors (brown, green, blue, orange, black) and shapes, some wearing glasses or having different hairstyles. They are arranged in a way that suggests a collaborative environment. The background is a solid light brown color. A white banner with blue text is overlaid on the middle of the illustration.

Quality Improvement 101

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Model For Improvement



Model For Improvement

It is a simple, yet powerful tool for accelerating improvement by asking 3 questions:

What are we trying to accomplish?



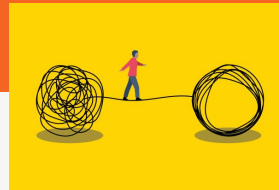
Aims & driver diagrams

How will we know a change is an improvement?

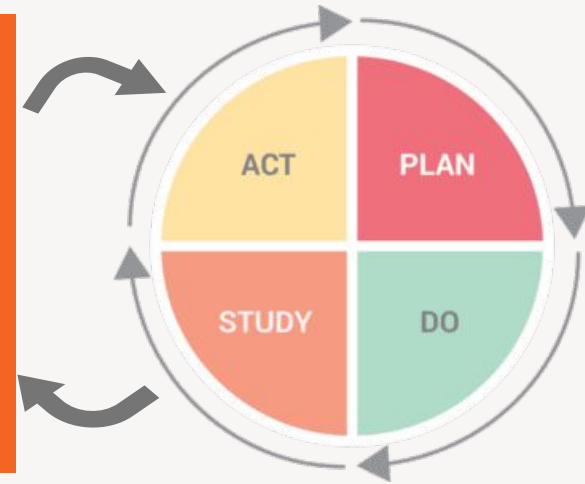


Measurements

What change can we make that will result in improvement?

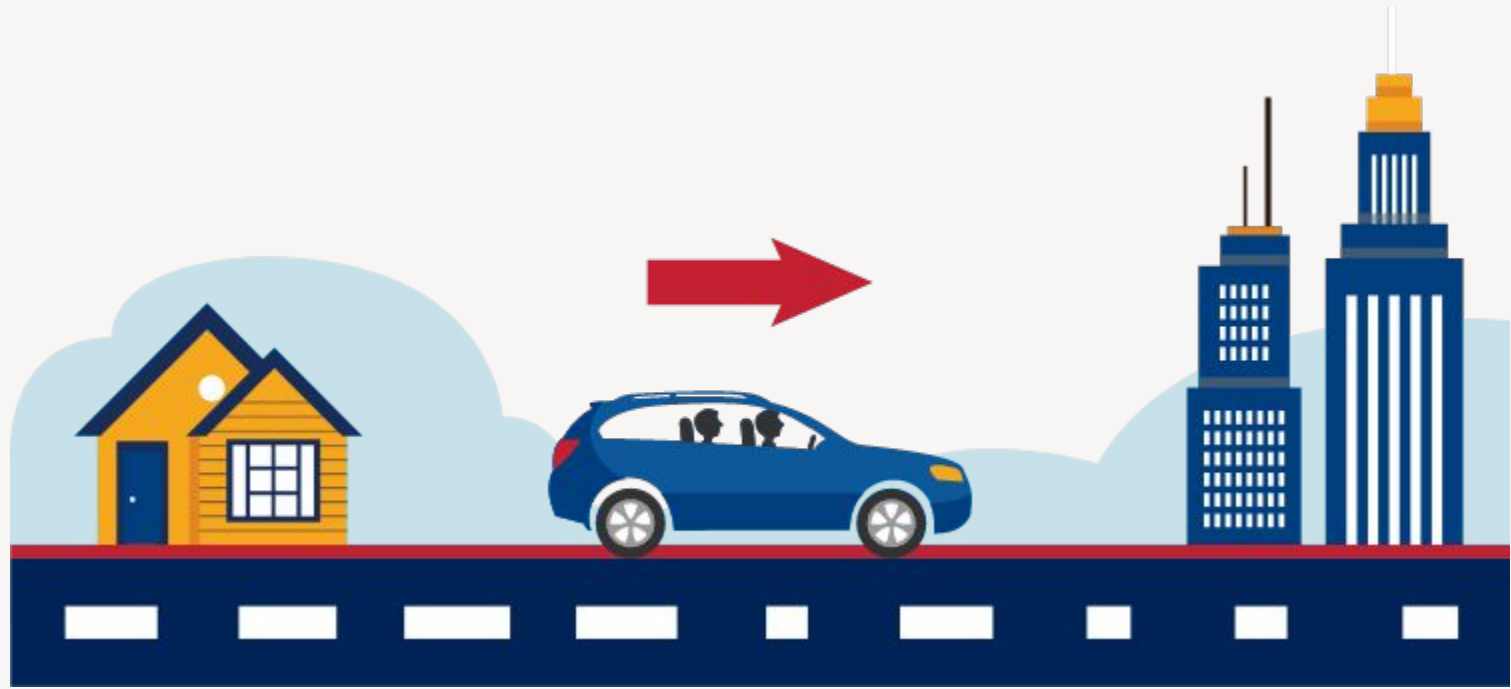


Small tests of change



PDCA cycles
adapt, adopt, or abandon

Example: Think about your commute to work



Improving your commute to work

What are we trying to accomplish?



What does a “better” commute mean?

- Are we minimizing time? Or stress?
- Do we want to spend more time outside?
- Do we want less driving/more walking?
- Are we willing to spend more money?
- What are the non-negotiables/constraints?

Improving your commute to work

How will we know a change is an improvement?



What measures will we use?

- Time spent commuting decreases?
- # of morning meetings I'm late to decreases?
- # of daily steps walked increases?
- Self-rating of happiness increases?



Improving your commute to work

What change can we make that will result in improvement?

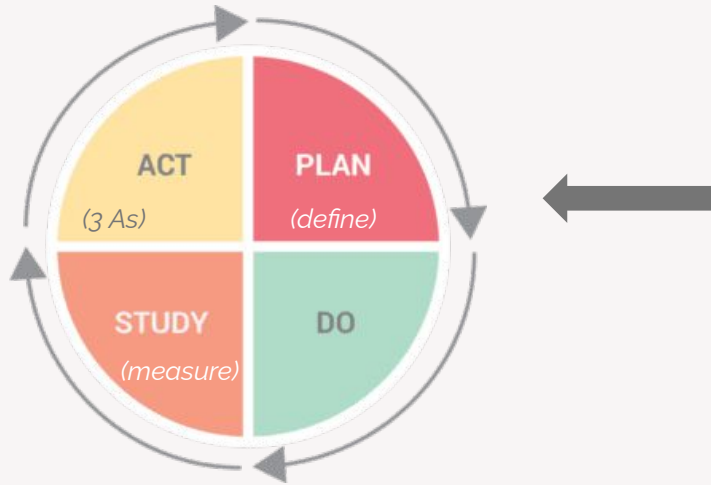


What change can we make?

- Leave 30 minutes earlier to avoid traffic
- Take a different route
- Take public transportation
- Bike to work
- Carpool with others



Improving your commute to work



Test the change!

- Leaving 30 minutes earlier
Improvement: Yes or No
Adopt, Adapt, or Abandon
- Take another route
Improvement: Yes or No
Adopt, Adapt, or Abandon

Model For Improvement

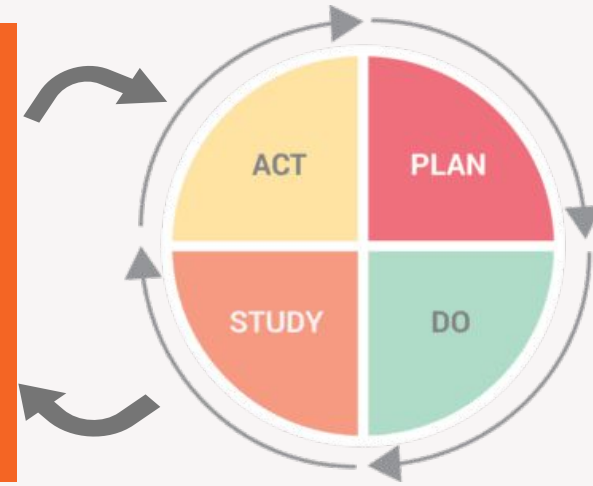
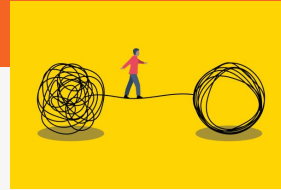
What are we trying to accomplish?



How will we know a change is an improvement?



What change can we make that will result in improvement?



Model For Improvement

What are we trying to accomplish?

aims & driver diagrams

How will we know a change is an improvement?

measurement plans

What change can we make that will result in improvement?

select small tests of change

P-D-S-A cycle:
adapt, adopt, or
abandon

