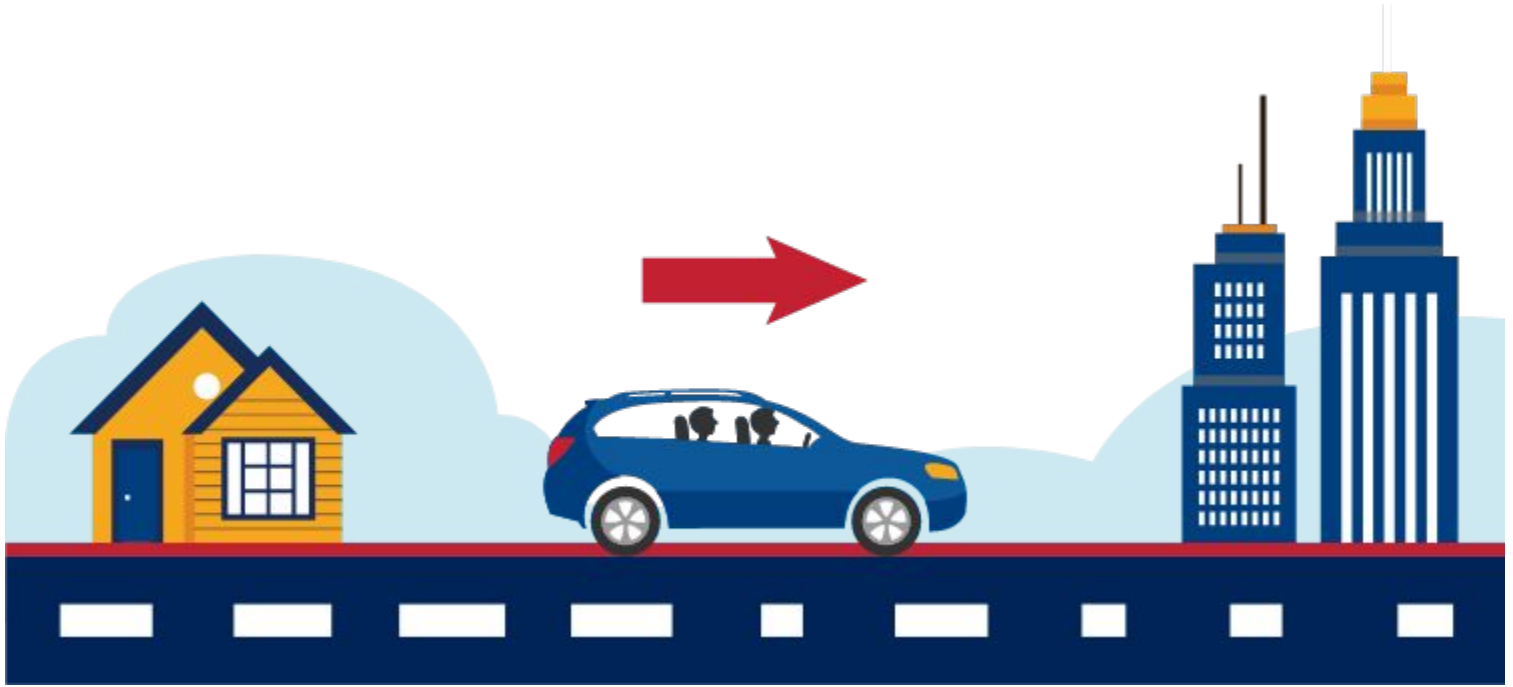
Intro to Improvement Science:
The Model for Improvement

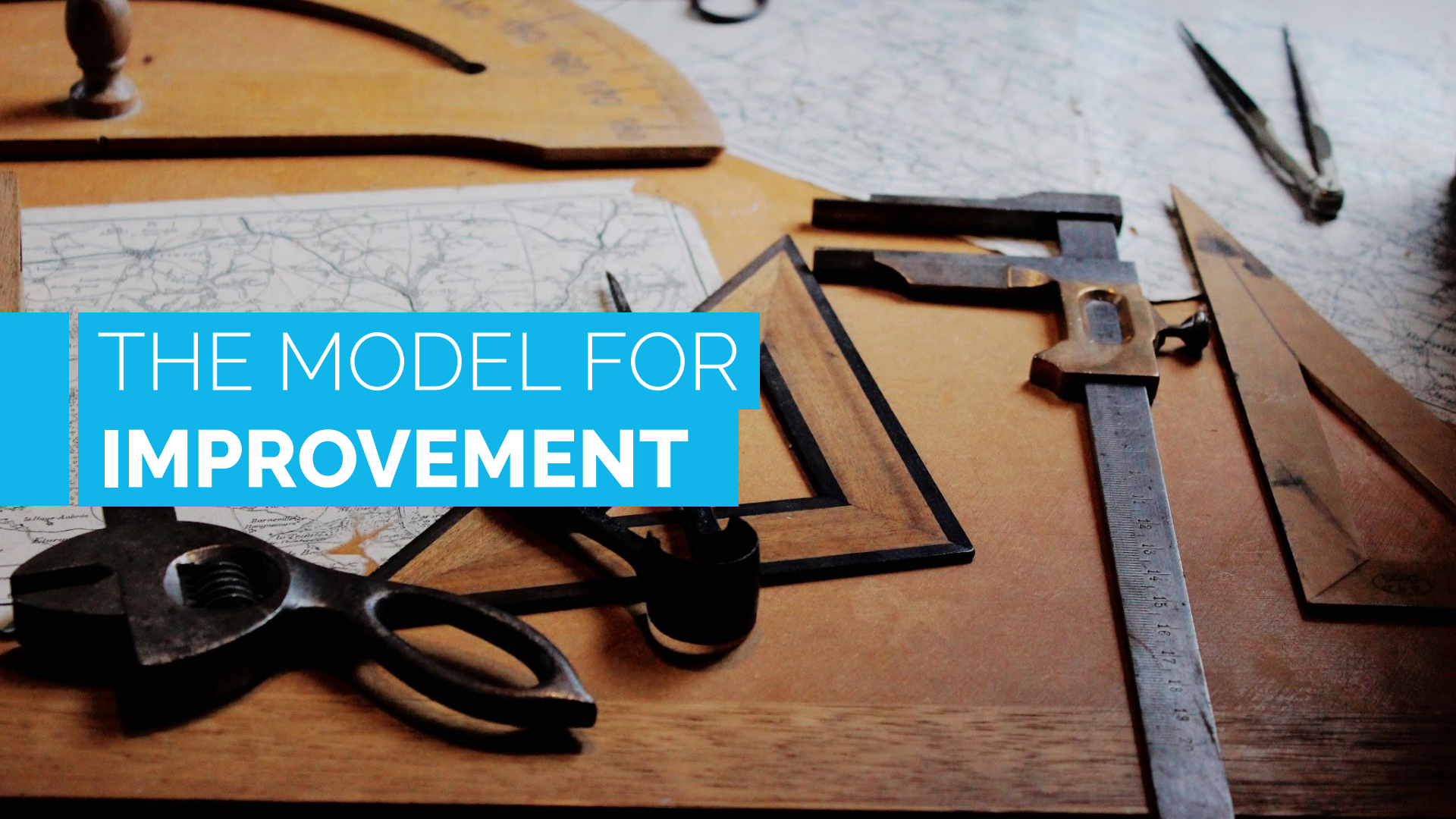
Who We Are



COMMUNITY SOLUTIONS | works for a lasting end to homelessness that leaves no one behind.

Think about your commute to work





THE MODEL FOR **IMPROVEMENT**

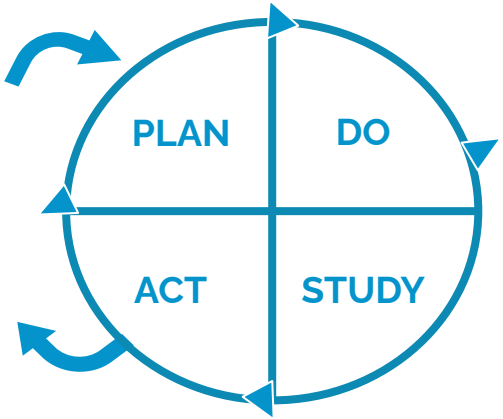
The Model for Improvement

Solving complex problems starts with a **measurable end state and works backward.** Strategies and activity come last and shift repeatedly in service of the aim.

Aim: 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?



Core Concepts of Improvement

- Every system is perfectly designed to **get the results it gets**.

- **Be curious.**
  (this work is for improvement, never for judgment)

Knowledge for Improvement

SUBJECT MATTER KNOWLEDGE

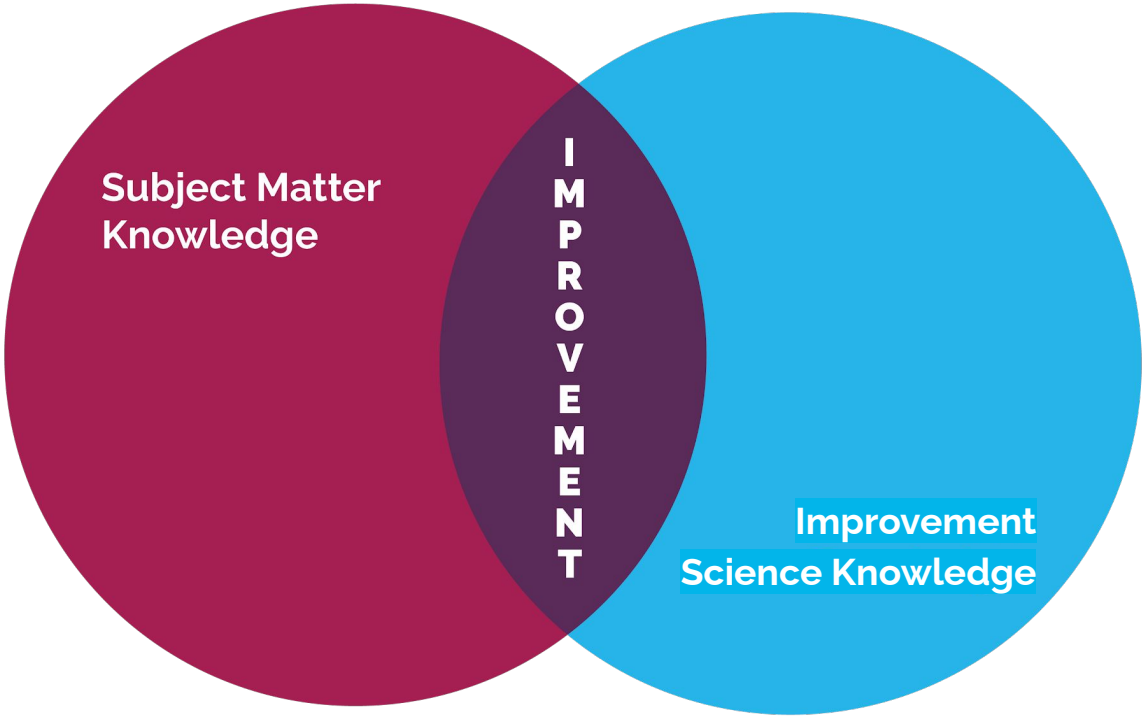
- Knowledge of specific systems, organizations or processes
- Knowledge of a specific research or evidence base
- Ability to judge retrospectively what kind of results a strategy produced
- Knowledge of what people *should* do

IMPROVEMENT SCIENCE KNOWLEDGE

- Methods for analyzing any system, organization or process
- Ability to spot patterns or understand changes within a system
- Tools for clarifying shared goals + collective strategies for achieving them
- Appreciation for what people *want* to do and how to enlist other people in making change

Knowledge for Improvement

Improvement
Learn to combine subject matter knowledge and Improvement Science knowledge in creative ways to develop effective changes for improvement.



Used with permission from the Institute for Healthcare Improvement

Improving your commute

Aim:
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

Measurement: How will we know a change is an improvement?

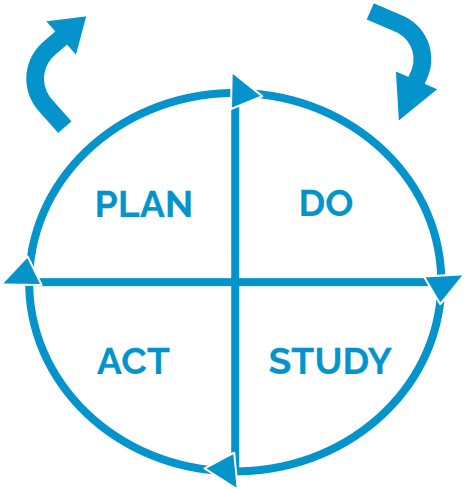


What measures will we use?

- Time spent commuting decreases?
- # of morning meetings I'm late to decreases?
- # of daily steps walked increases
- Losing weight

Improving your commute

Strategy:
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
- ~~Move~~ Test the commute from a different neighborhood