

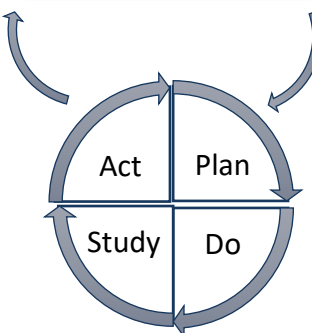
# Quality Improvement project cheat sheet

## The IHI Model for Improvement

What are we trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in improvement?



Steps to take	Key tools	Top tips!
<b>STEP 1: Select an area for improvement</b>		<ul style="list-style-type: none"> <li>What change can you predict will have the most impact?</li> <li>Why is the change important?</li> <li>Does it align with your wider practice priorities?</li> </ul>
<b>STEP 2: Identify key people that will be involved and form the team</b>	Stakeholder mapping (individuals, organisations, leaders, and other groups who will be impacted by the project, or who could influence the outcome).	<ul style="list-style-type: none"> <li>Engaging with everyone in the practice and beyond from the start will increase the likelihood of your project being successful</li> <li>Include a mixture of individuals on your team. People have different skills and knowledge and will view the system differently.</li> <li>Think about how/if you might involve patients in your QI project?</li> </ul>
<b>STEP 3: Study the current system</b>	Process mapping Fishbone diagram	<ul style="list-style-type: none"> <li>Do you have any current data to show what is working well and what isn't?</li> </ul>
<b>STEP 4: Create your plan on a page</b>	SMART aim Driver diagram – Life QI will help with this	<ul style="list-style-type: none"> <li>Involve the entire team when creating a process map to ensure no steps are missed.</li> <li>Make your aim Specific, Measurable, Attainable, Relevant, Time-based.</li> <li>You can edit your driver diagram as you go along. It's a flexible tool!</li> <li>Use your driver diagram to generate enthusiasm and engage the team and other stakeholders.</li> <li>Write your drivers as straightforward statements rather than as numeric targets.</li> </ul>
<b>STEP 5: Choose and define your measures</b>	7 steps for measurement	<ul style="list-style-type: none"> <li>Whenever suitable, develop measures from data that someone is already collecting.</li> <li>Create a family of measures but don't have more than six in total e.g. 2 outcome, 3 process and 1 balancing.</li> <li>Are you going to include quantitative or qualitative data, or both?</li> </ul>
<b>STEP 6: Collect data</b>	Data collection form	<ul style="list-style-type: none"> <li>Think about who will collect the data and how</li> </ul>
<b>STEP 7: Analyse data</b>	Run/SPC charts	<ul style="list-style-type: none"> <li>Annotate your charts as you go along e.g. when you implement a new change idea</li> <li>Use run charts when you're starting off (1-20 data points), then move onto SPC charts for more sensitive detection of variation</li> <li>Remember: Measurement is important because it lets you see when you're making an improvement!</li> </ul>
<b>STEP 8: Decide on the change ideas you want to test</b>	Mind mapping Six thinking hats Driver diagram	<ul style="list-style-type: none"> <li>Use various tools to help generate ideas</li> <li>Refer back to your primary and secondary drivers to help generate ideas.</li> </ul>
<b>STEPS 9-12: Test each change idea</b>	PDSA cycle  Plan – what will happen if we try something different?  Do – Let's try it!  Study – Did it work?  Act – What's next?	<ul style="list-style-type: none"> <li>Don't just pick one hypothesis and stick with it. Test lots of different change ideas and adopt, adapt or discard them as you go.</li> <li>Document what you've learnt, whether the test was successful or not and share your learning.</li> <li>Remember: If you don't succeed, you're not failing. You're working out how not to do something, and getting closer to the end result each time.</li> </ul>
<b>STEP 13: Standardise the change and establish future plans!</b>		