INSTRUCTIONS ON MODEL FOR IMPROVEMENT AND PDSA CYCLES

It is best to have the three questions from the model of improvement either projected on the screen or on a flip chart.

**Question 1: What are we trying to accomplish?**

**Question 2: How will we know if a change has been an improvement?**

**Question 3: What changes can we make that will result in improvement?**

It is important that the participants are specific in answering the first question and include ‘By how much?’ and ‘By when?’. The answer is their aim. The answer to the second question is how they will measure their improvement. This can be qualitative, quantitative or both. The third question identifies all the possible changes or interventions they would like to test out.

Then move onto the Plan, Do of the PDSA cycle. Most groups will find the planning relatively easy and cover:

- Who is responsible?
- When?
- Over what timescale?
- Involving stakeholders
- Persuading reluctant team members
- Predicting what will happen
- Whether to have a balance measure (i.e. an unintended consequence that could happen as a result of the change)

In the Do section, clarify the start date. Try to introduce just one change at a time so you can tell which has generated the improvement. Record any unintended consequences.

The Study and Act sections cannot be done in this exercise but need to be undertaken once the intervention is introduced.

**Resources for exercise**
Flip chart and pen