

# Improvement Cheat Sheet



For help / advice  
improvement@somersetFT.nhs.uk

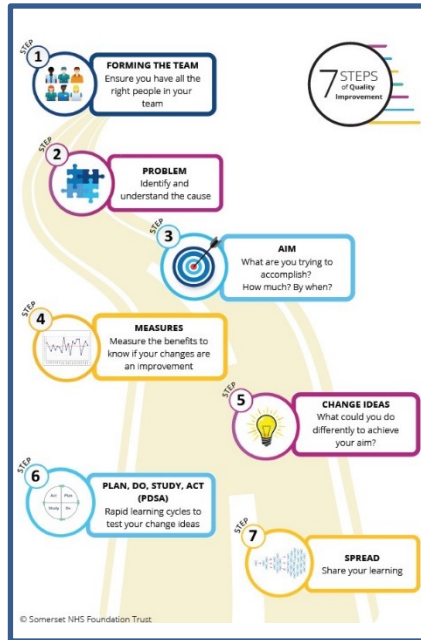
## Introduction

The 7-step methodology we use is based on the well evidenced **Model for Improvement**.

## Quadruple Aim

The **Quadruple Aim** is at the heart of all improvement work. It is made up of four complementary aims:

- ❖ Service user experience
- ❖ Population health & care outcomes
- ❖ Sustainability & Optimisation
- ❖ Colleague wellbeing



## Forming the Team

- 1 Ensure you have all the right people in your team
  - Ensure you involve service users in the change

## Problem

- 2 What is the problem? What's happening now?
  - What is the ideal state?
  - What's causing the problem?
  - TIP: use data, benchmarking and evidence.

## Aim

- 3 An aim statement should be **time-specific** and **measurable**, stating **what you want to achieve**, by **when** and for **who**
  - Don't rush writing an aim - a good aim takes time and practice.

## Measures

- 4 Choose a few key (simple) measures to give you enough data to see whether the change has led to improvement.
  - **Outcome**: where are you trying to get to, what are the benefits?
  - **Process**: are you doing the right things?
  - **Balancing**: are your changes in one place causing problems elsewhere?

Think about your baseline, how you'll collect data and what you want to learn about / improve.

Use **Run Charts** (i.e. time on x-axis over data on y-axis) to see whether changes result in improvement.

## Change ideas

- 5 What could you do differently to achieve your aim?
  - Consider change concepts, e.g. eliminate waste, improve work flow, change the work environment, manage time, focus on variation etc.
  - Create a driver diagram to clearly show your **Aim** (goal or vision), **Strategy** (what you need to influence to achieve the goal, known as primary drivers), **Tactics** (themes within each strategy, known as secondary drivers) and **Change ideas** (things that you can test).
  - Prioritise the change ideas and decide what you will test first.

## Plan, Do, Study, Act (PDSA)

- 6 What will happen, and how will you know if it worked?
  - Carry out rapid learning cycles, record what worked and what didn't.
  - What happened vs your prediction – how could you improve?
  - What next? Carry on, stop, modify, try something new?



## Spread

- 7 Share your learning.
  - Have you documented the change as a standard so that others know about it and are following it?
  - Can you try your change somewhere else?
  - Who needs to know what your team have done?
  - How will you share it with them?
  - What patient stories can you share?
  - How will you measure and review whether the change is still working?
  - Have you made the process (standard) part of training / coaching?
  - Is your team's success recognised?

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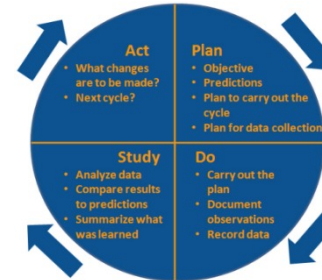
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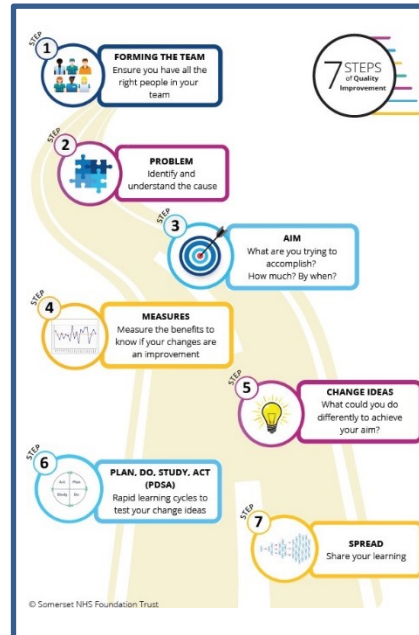
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