

## Model for Improvement

The Model for Improvement<sup>1</sup> is a simple yet powerful tool for accelerating improvement, which has two parts:

three fundamental questions, which can be addressed in any order

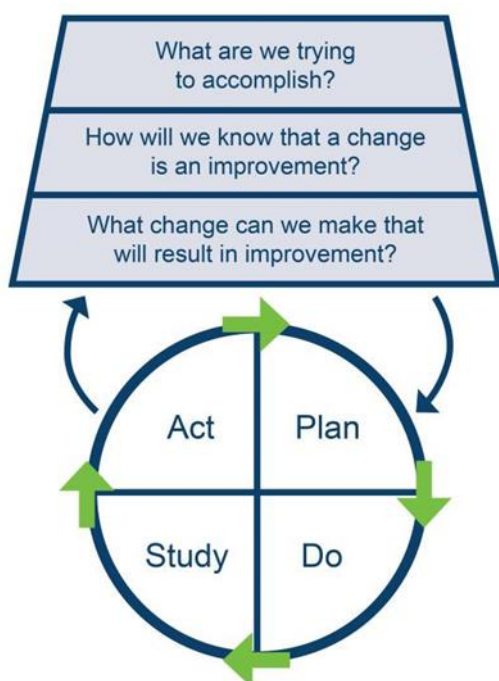
the plan–do–study–act (PDSA) cycle to test and implement changes. The PDSA cycle guides the test of a change to determine if the change is an improvement.

**Setting an aim:** To achieve improvement, project teams first need to set an aim. The aim should be time-specific and measurable. It should also define the specific population of tāngata whaiora that will be affected.

**Establishing measures:** Project teams use quantitative measures to determine if a specific change leads to an improvement.

**Choosing changes:** All improvement requires making changes, but not all changes result in improvement. For this reason, organisations must identify the changes that are most likely to result in improvement.

**Testing changes:** The PDSA cycle is shorthand for testing a change in the real work setting – by planning it, trying it, observing the results and acting on what you learn. This is the scientific method used for action-oriented learning.



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<sup>1</sup> Developed by Associates in Process Improvement based in the USA ([www.apiweb.org](http://www.apiweb.org)).