

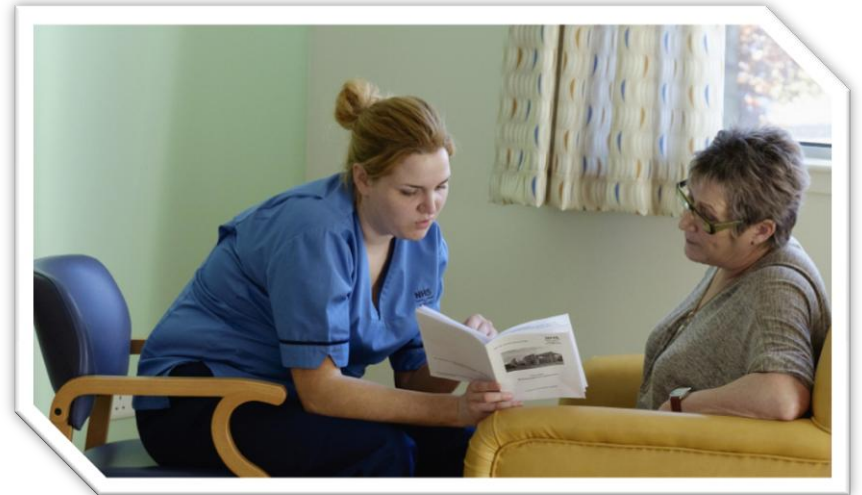
USING THE MODEL FOR IMPROVEMENT

Scott Purdie

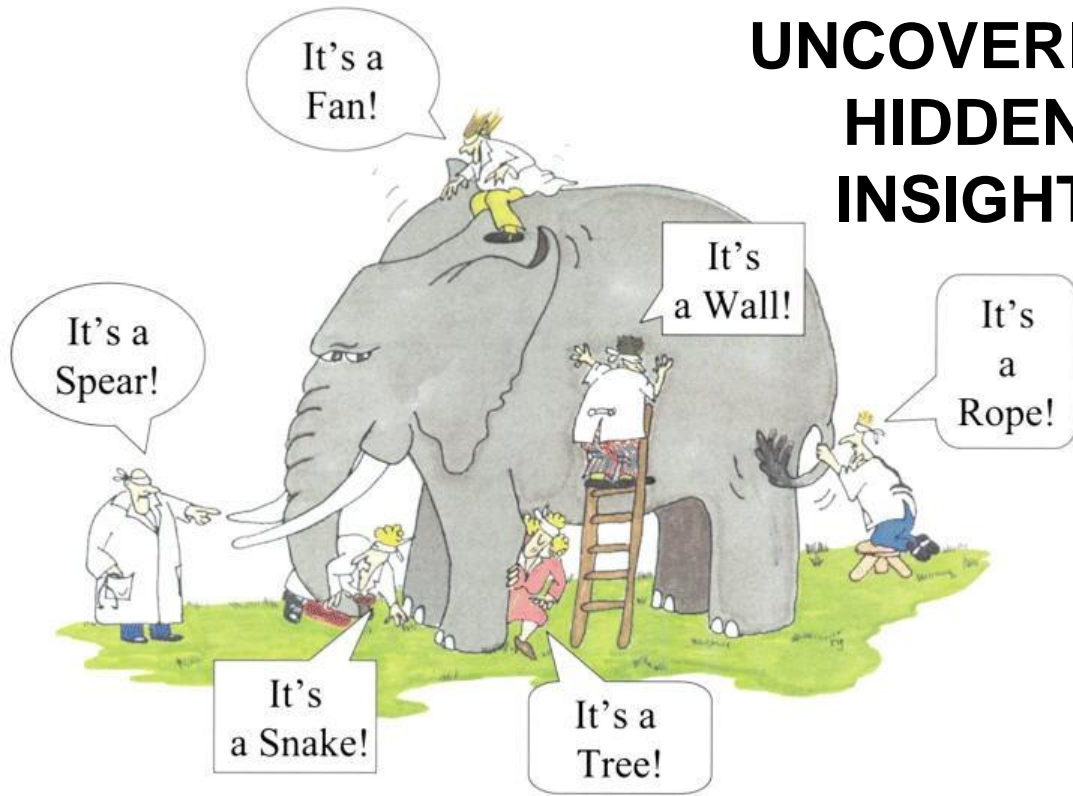


AIMS FOR TODAY

- An approach to change, including the Model for Improvement
- Advice on building the will for change
- Something practical you can use



UNCOVERING HIDDEN INSIGHT



The development of a shared understanding of what needs to be improved and why.

SOME TOOLS TO USE:

- Humble Inquiry- talking with people
- System maps
- Process and flow mapping
- 6 thinking hats
- 5 Whys
- 5 P's
- Cause & Effect
- Driver diagrams
- Many more but won't cover them today

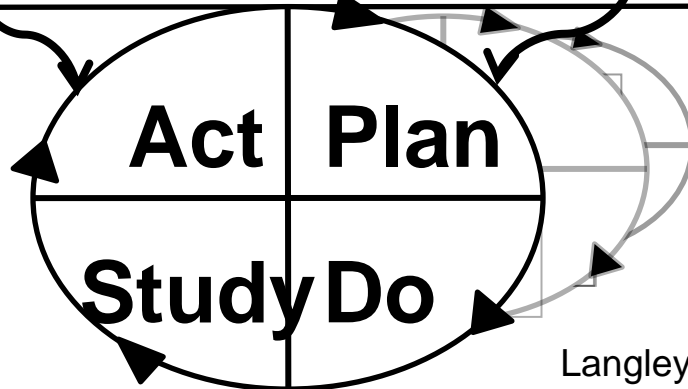
NEED FOR CHANGE MFI

MODEL FOR IMPROVEMENT

What are we trying to achieve?

How will we know that a change is an improvement?

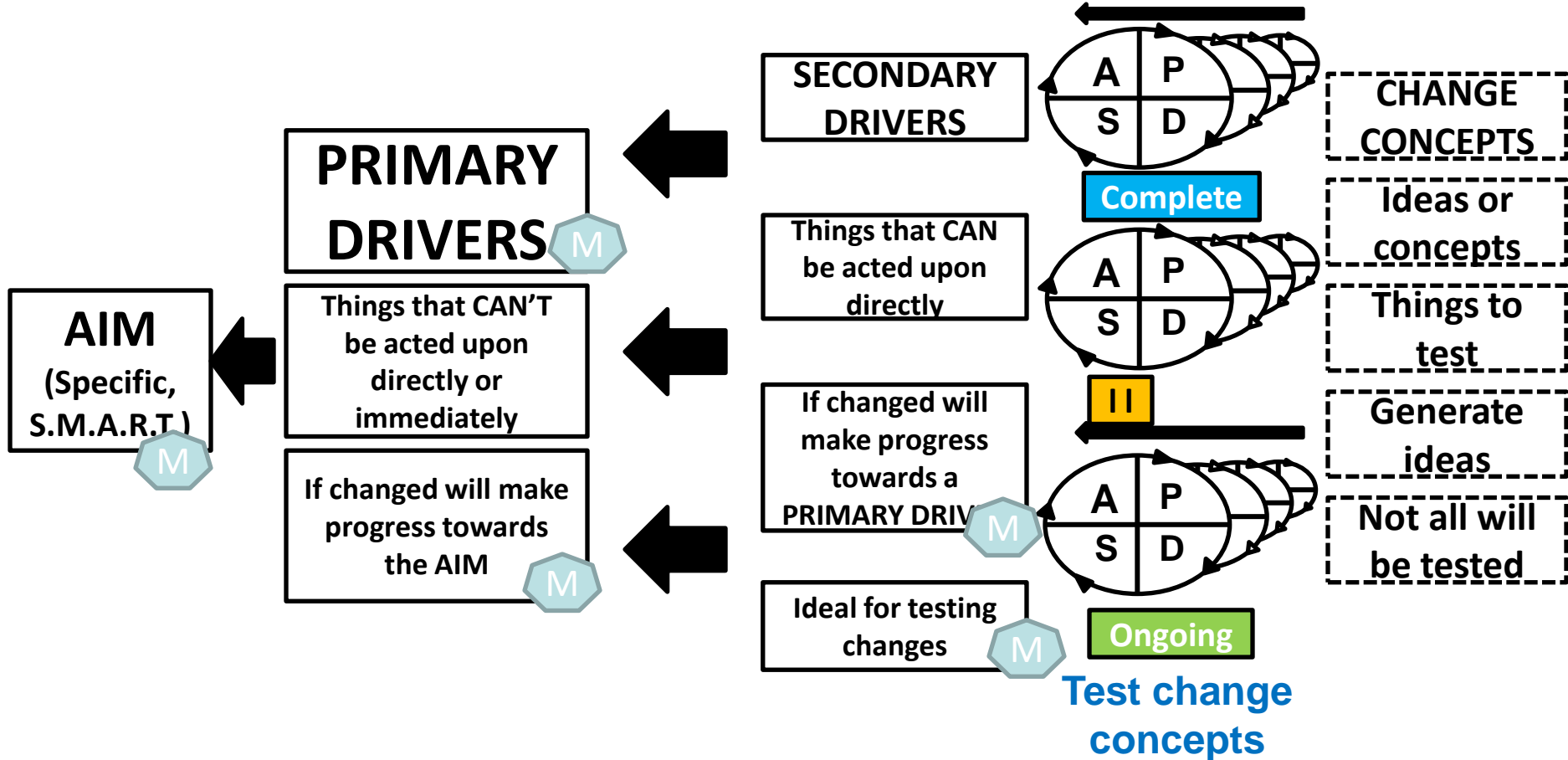
What change can we make that will result in improvement?

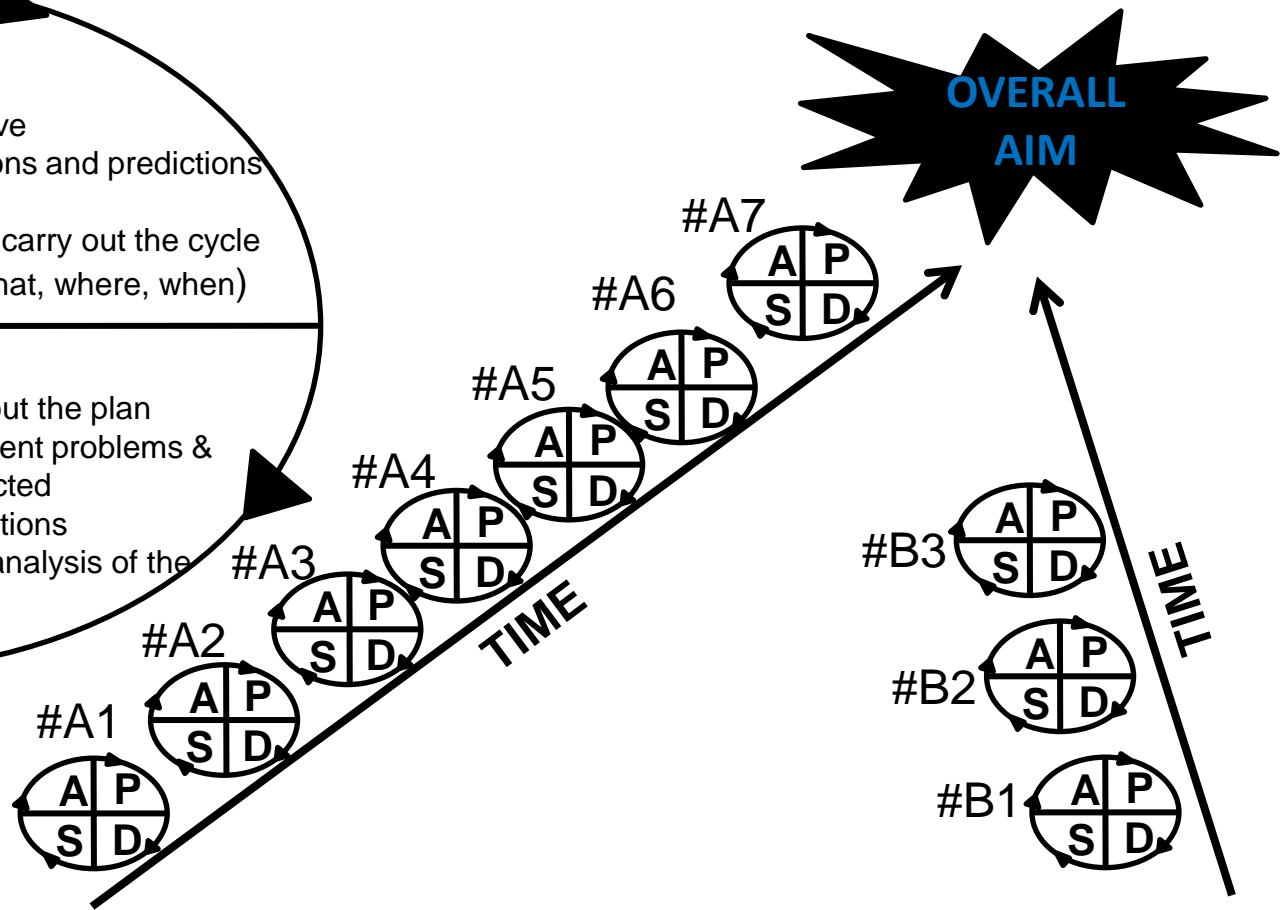
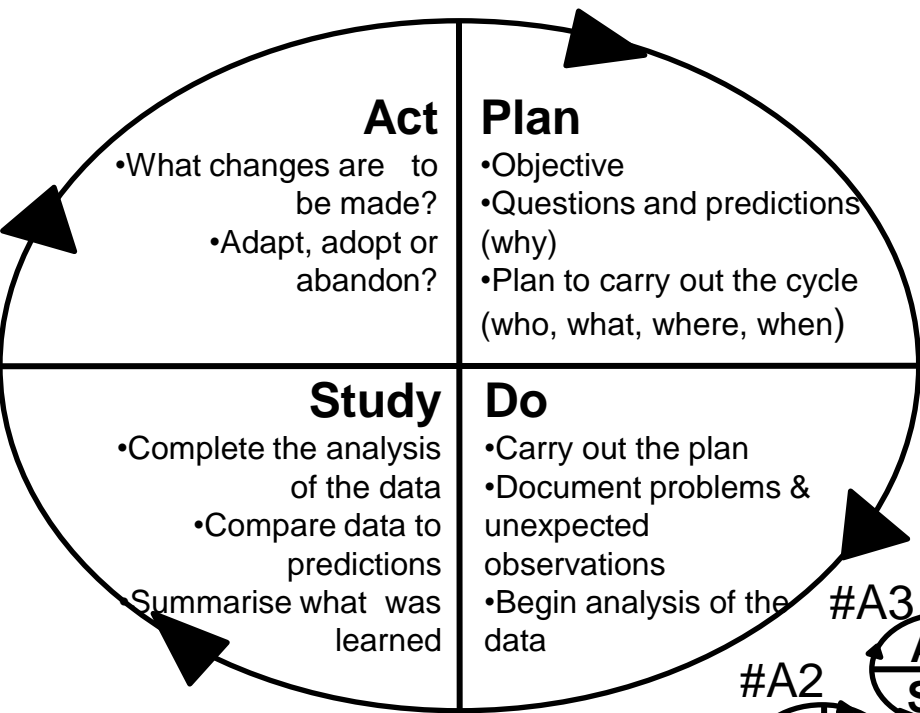


AIM
MEASURE
CHANGE

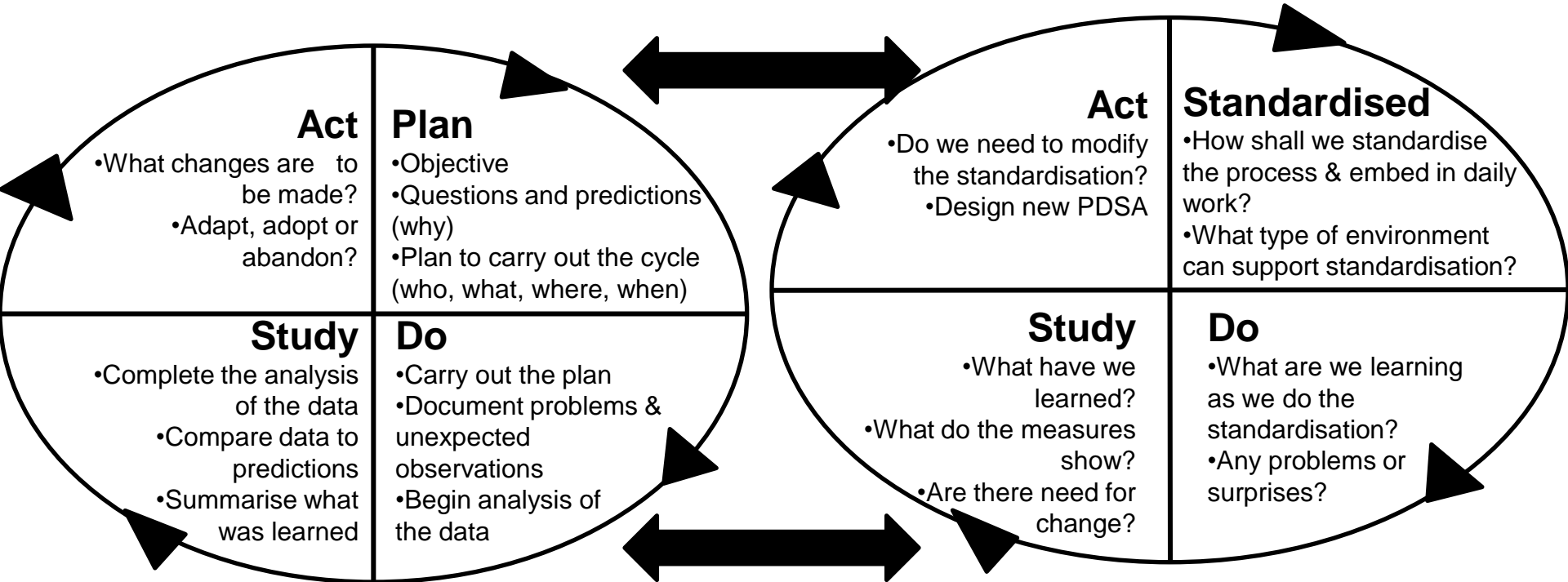
Langley, Nolan, Nolan, Norman, Provost;
The Improvement Guide, 1996

COORDINATING YOUR CHANGE





STANDARDISED DO STUDY ACT



EXPERIMENT

STANDARDISED

BUILDING THE WILL FOR CHANGE

**Implementing &
sustaining for
change**

8. Make it stick

7. Build on the change

6. Create quick wins

**Engaging &
enabling the
organisation**

5. Empower action

4. Communicate the vision

**Creating the
climate for
change**

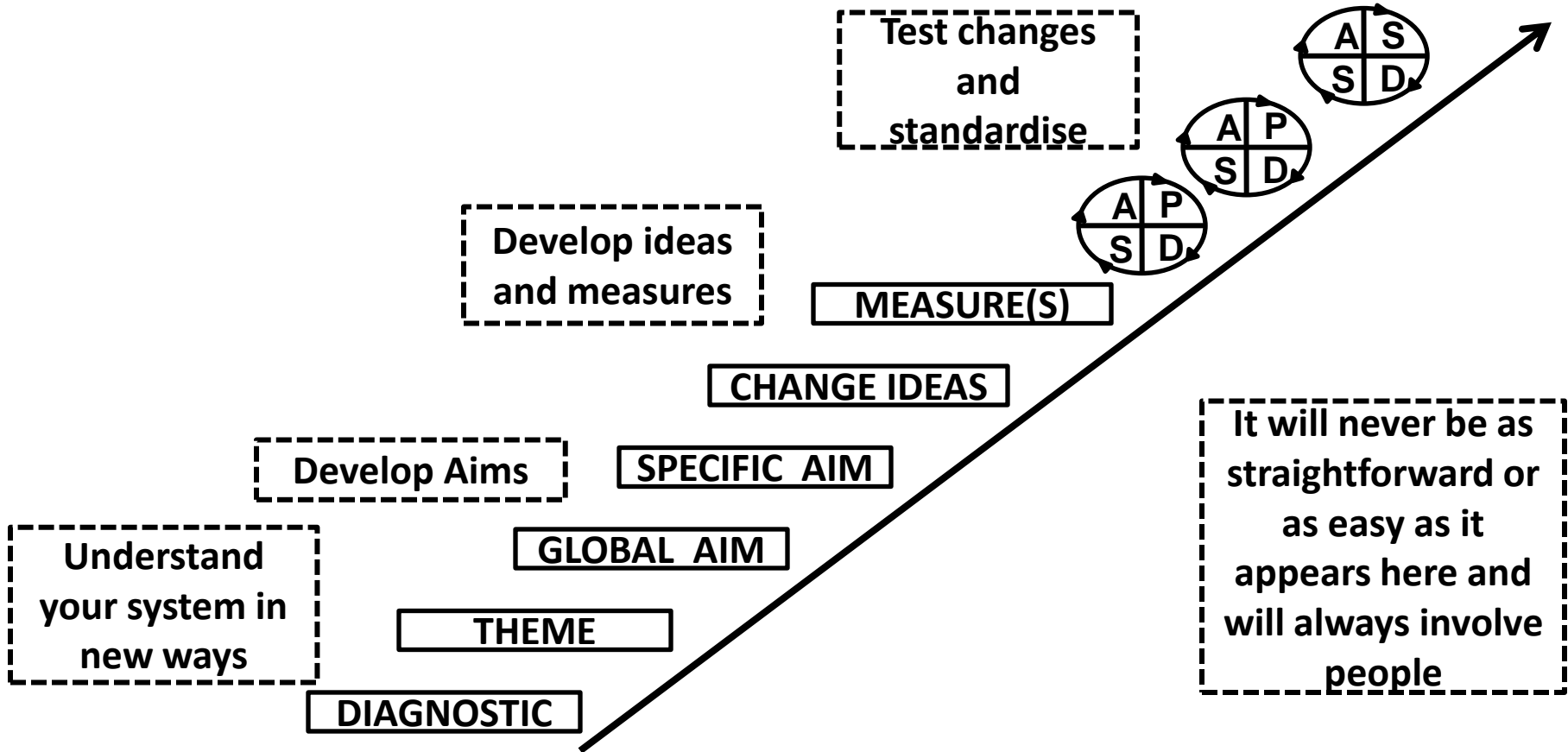
3. Create a vision for change

2. Form a powerful coalition

1. Create urgency

RESILIENCE
required to keep
trying. Good
intentions, humble
inquiry and always
working with
people

IMPROVEMENT RAMP



AIM, MEASURES, CHANGE CONCEPTS

- What do you want to learn more about the approach to improvement?
 - Developing an aim
 - Meaningful measurement
 - Generating Change ideas
 - Anything else