



## Are You Familiar with the Model for Improvement?

When you are trying to make an improvement in your facility what tactics and techniques do you use? Choosing the right approach is critical to the outcome you desire. Quite often, in healthcare, we make several critical mistakes when we are trying to make improvements:

- **Analysis Paralysis**, where we get stuck in the data and can't begin to implement any changes
- **Research vs. Execution**, where we try to event something new and it stops us from solving the problem
- **Stuck in the Mud**, when we just don't know how or where to begin
- **Introduction Seduction**, where we introduce new and creative ways to solve the problem, but we don't know if those changes will make a difference

Luckily, there are successful methods for helping to address the need for improvement. Most of these methods are based in manufacturing and industry such as Six Sigma and Lean and while they can help improve the delivery of healthcare service, they may not be the best 'fit' for improving the high touch side of caring for human beings. The *Model for Improvement*, created by Associates in Improvement, uses similar principals to other improvement sciences and also offers the opportunity for introducing rapid change which can be very useful in a healthcare setting where waiting to change may not be an option. You might recognize the three important questions that help get the focus of your improvement efforts in alignment with your interventions:

1. What are we trying to accomplish?
2. How will we know a change is an improvement?
3. What changes will bring about improvement?

If you are faced with the task of trying to reduce the number of falls in your facility and you don't know what else to do, try to apply these questions. Ask these questions to your staff and engage in conversations around the answers. You may be surprised at how framing your problem in these questions can open the door to systems thinking. And, it is in the systems thinking where the changes will begin to happen. For more information visit [www.ihl.org](http://www.ihl.org).