

**Aim:** (Overall goal you would like to reach – this is a “how much by when” statement – think about the three MFI questions)

**10 EYC QI practitioners (trained) undertaking quality improvement projects by March 2015**

**What** are you trying to achieve? *Establish the best mechanism to support QI practitioners to embed and use quality improvement tools including MFI*

**How** will you know that change is an improvement? *ie: measurement.*

*Number of practitioners delivering QI projects, Number of weekly PDSA cycles & Number of practitioners supported*

**What** are the changes that will bring about improvement?

*Develop support mechanisms for practitioners, including one-to-one support, drop in clinic, use of social media and meetings with managers*

**Every goal will require multiple smaller tests of change**

Describe the tasks that you will need to undertake to enable this change idea (This may be a list of the PDSA activity you will need to plan)	Person Responsible	When to be done – order and priority	Where to be done
Formulate a QI programme and agreed by EYC PMT	CM	Aug 14	
Recruit practitioners and give training for MFI	CM & EYC PMT	Aug 14	
Complete the delivery of QI coaching course	CM	Dec 14	ASDARC
Arrange venue, time and dates for meeting Practitioners with their respective managers	CM	Dec 14	UOD campus

**Every goal will require multiple smaller tests of change**

Describe your first (or next) test of change	Person Responsible	When to be done	Where to be done
2. Facilitate one-to-one appointments with QI Practitioners.	CM & IH	Nov 14	ASDARC

**Plan**

Detail the plan to set up this test of change – ie. What and how will you run this test	Person Responsible	When to be done	Where to be done
Arrange times within the QI Programme to meet practitioners either individually or in pairs. Arrange a drop in venue, agree times and send agenda	CM & IH	Nov 14	ASDARC

Predict what will happen when the test is carried out	Measures to determine if prediction succeeds
Meet with all ten trained qi practitioners a ten minute one-to-one basis.	Numbers attending support appointments

**Do**

**Describe what actually happened when you ran the test**

Between two facilitators ten one-to-one QI support appointments within the QI Programme were facilitated. Nine out of ten practitioners now have a Driver Diagram which they are comfortable with and at least one area to carry out a PDSA test.

**Study**

**Describe the measured results and how they compared to the predictions**

Practitioners enormously valued the one-to-one appointments. The timescale was unrealistic and should have been a minimum of one hour.

**Act**

**Describe what modifications to the plan will be made for the next cycle from what you learned**

Appointments were valued and productive. Next test will be to facilitate one-to-one appointments with Managers after the delivery of the course.