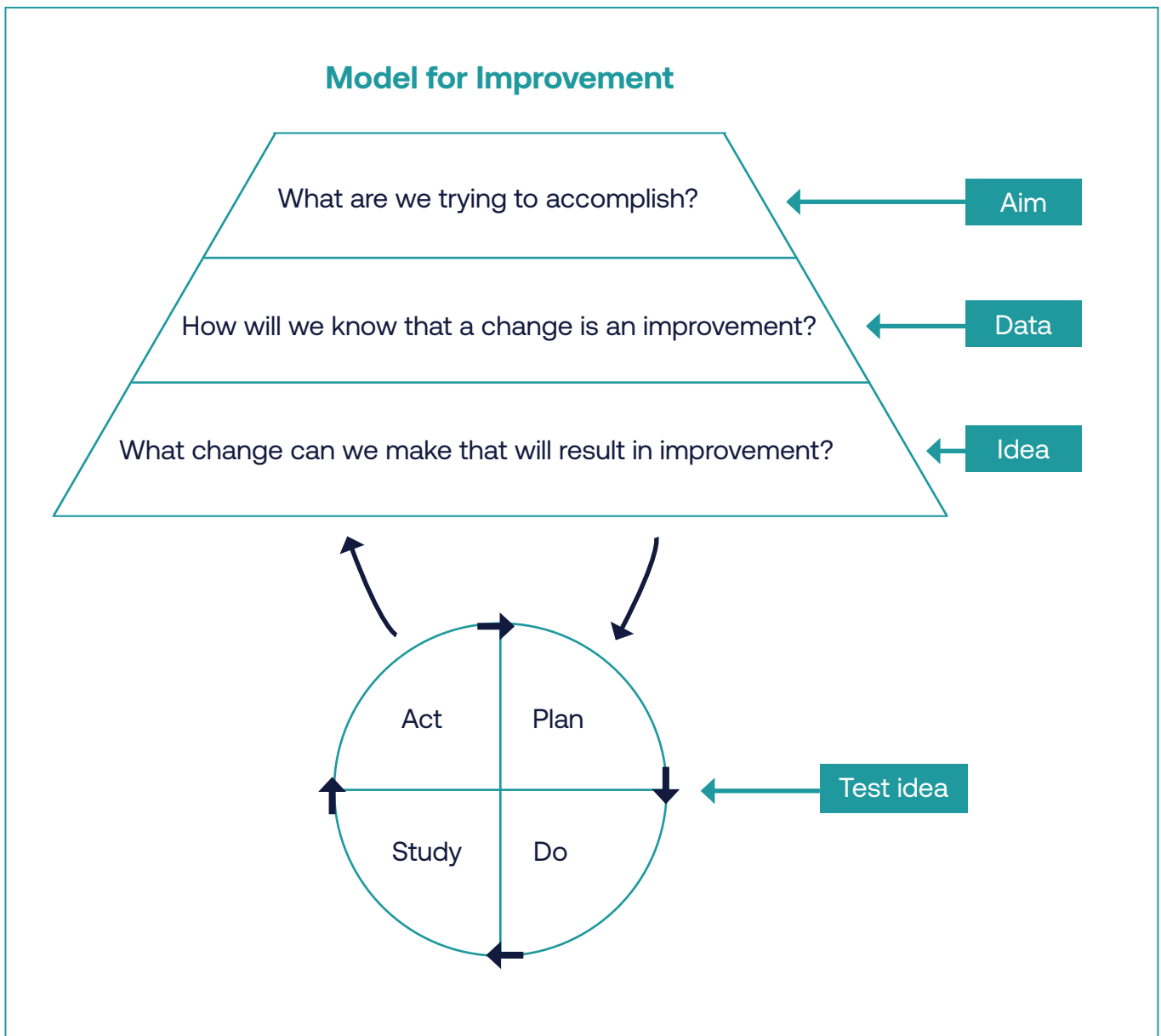


Model for Improvement: testing your change idea

The Model for Improvement (Langley et al, 2009), shown below, can be used as a guiding framework to direct improvement work. It asks three fundamental questions (shown in the box at the top of the diagram), which are then followed by a Plan-Do-Study-Act (PDSA) cycle.



Langley GL, Moen R, Nolan KM et al. (2009). The Improvement Guide: a Practical Approach to Enhancing Organizational Performance, 2nd edition.