The Model for Improvement (MFI)*

The Model for Improvement (MFI), developed by Associates in Process Improvement, is a simple yet powerful tool for continuous quality improvement. This model has been used successfully by many service systems to improve processes and outcomes. In Guilford County, Ready for School, Ready for Life is using the MFI as a framework for embodying values around being family led and responsive to evidence by using data on family satisfaction and experience to guide program improvement.

The MFI framework includes three fundamental questions, followed by Plan-Do-Study-Act cycles to rapidly test change ideas.

1. **Aim: What are we trying to accomplish?**
   - A good aim addresses an issue that is important to those involved; it is specific, measurable, and addresses these points: *How good? By when? For whom?*
   - Struggling to pick an aim? Think about what families are saying about your services. What would they improve?

2. **Measures: How will we know a change is an improvement?**
   - Outcome Measures = Where are we ultimately trying to go?
   - Process Measures = Are we doing the right things to get there?
   - Balancing Measures = Are the changes we are making to one part of the system causing problems in other parts of the system?

3. **Changes: What changes can we make that will result in improvement?**
   - Use brainstorming, benchmarking, root cause analysis and process maps to identify change ideas.
   - Consider opportunities to eliminate waste, improve workflow, change the work environment, improve interactions between staff and families.

4. **PDSA Cycle(s): Plan-Do-Study-Act**
   - Plan: Plan the test of change, including a plan for collecting data.
   - Do: Try out the test on a small scale.
   - Study: Set aside time to analyze the data and study the results.
   - Act: Adopt, adapt, or abandon the change idea based on what was learned from the test.

The PDSA Cycle for Learning and Improvement