



OVERVIEW

The **Quality Improvement Toolkit** provides essential tools for systematically improving processes, drawing upon widely recognized methodologies developed by the Institute for Healthcare Improvement (IHI). This toolkit is designed to help teams identify key drivers of change, test and implement improvements, and understand root causes of issues.

At the core of this toolkit is the **Driver Diagram Worksheet**, a strategic tool that helps teams visually map out the primary and secondary drivers influencing the improvement aim. By aligning specific interventions with these drivers, teams can focus on actionable areas that will have the greatest impact on outcomes.

Complementing the Driver Diagram is the **Plan-Do-Study-Act (PDSA) Worksheet**, a structured framework for outlining activities for rapid-cycle testing of changes. The PDSA cycle encourages teams to develop hypotheses, implement small-scale tests, analyze results, and refine interventions in an iterative process that drives continuous improvement.

To better understand and address the underlying causes of complex issues in care processes, the toolkit also includes the **Cause-and-Effect Worksheet**, commonly referred to as a fishbone or Ishikawa diagram. This tool helps teams visually identify and categorize potential causes of a problem, providing a deeper analysis that informs more targeted improvement strategies.

Together, these tools form a comprehensive approach to quality improvement, enabling teams to effectively diagnose problems, test solutions, and drive sustainable changes.