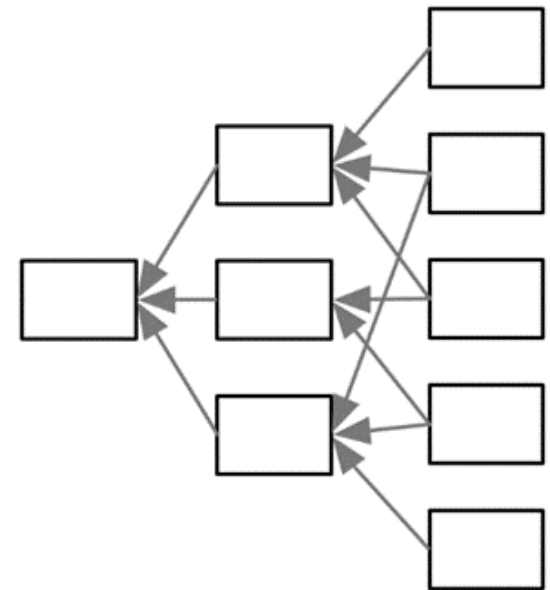


Driver Diagrams: Improvement Theory

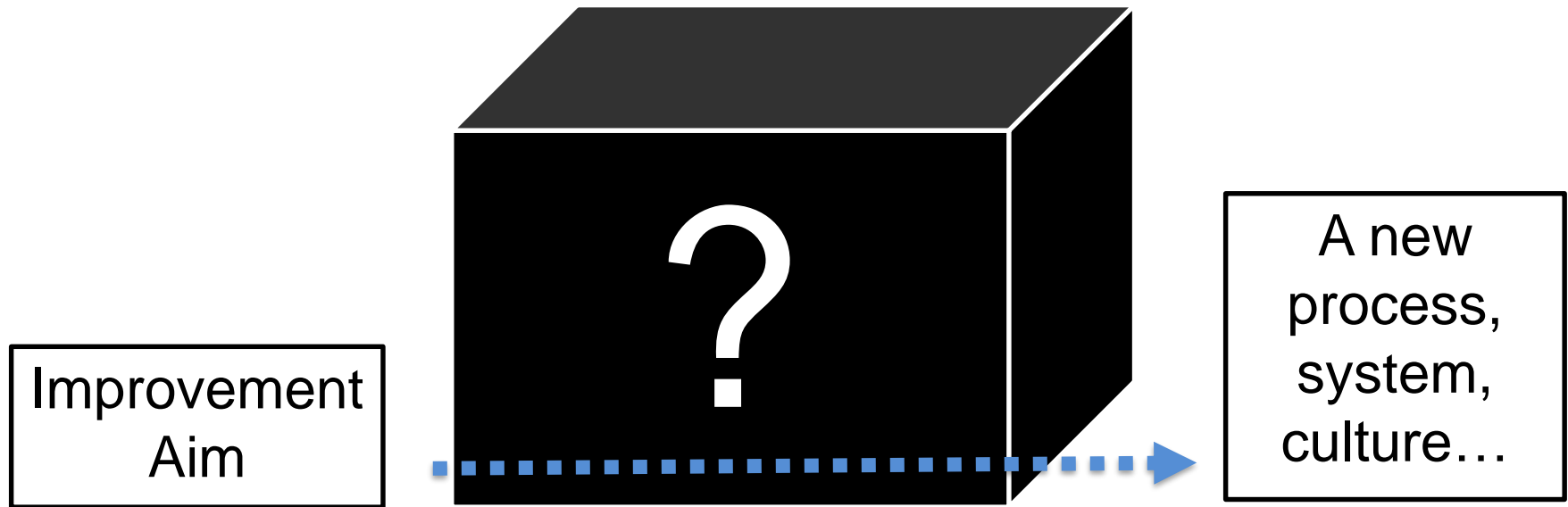


Jim Handyside
Improvisation Healthcare Inc

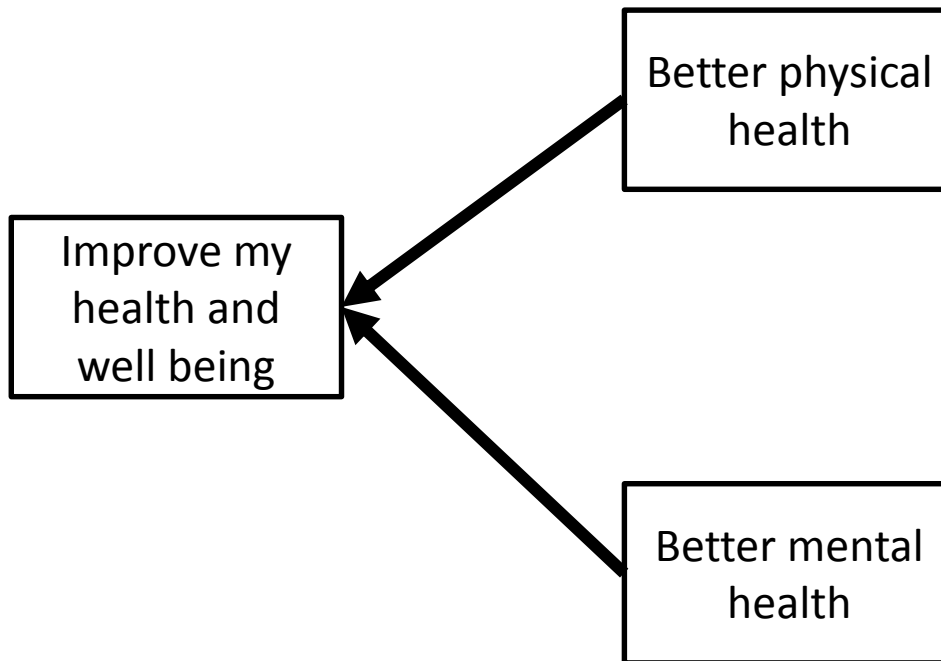
Purpose

- To become familiar with driver diagrams.
- To recognize the input required for the development of improvement theory.
- Differentiate the driver diagram from other similar planning and improvement tools.

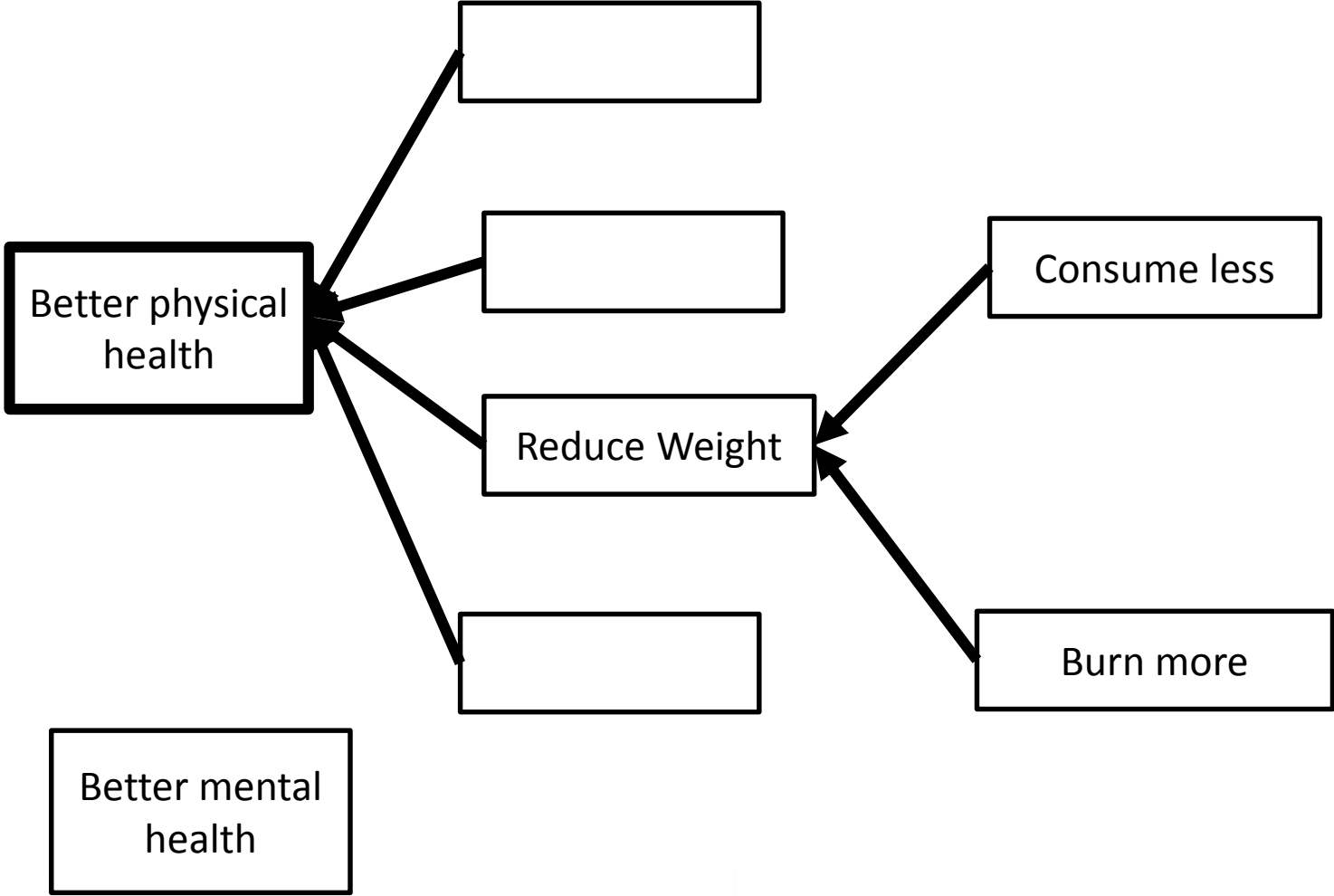
Why Theory? Effective change is not a “black box”.



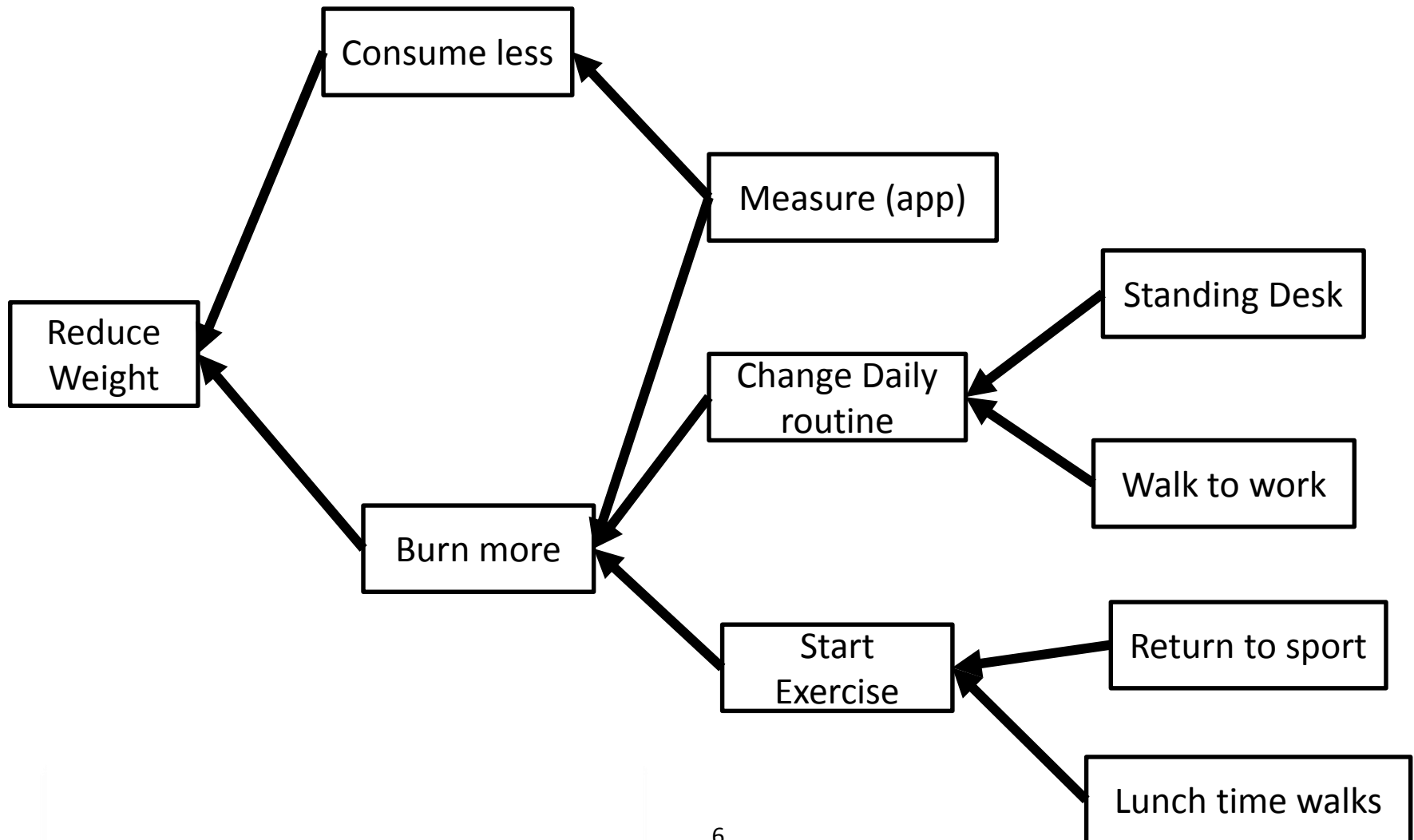
A “simple” personal improvement



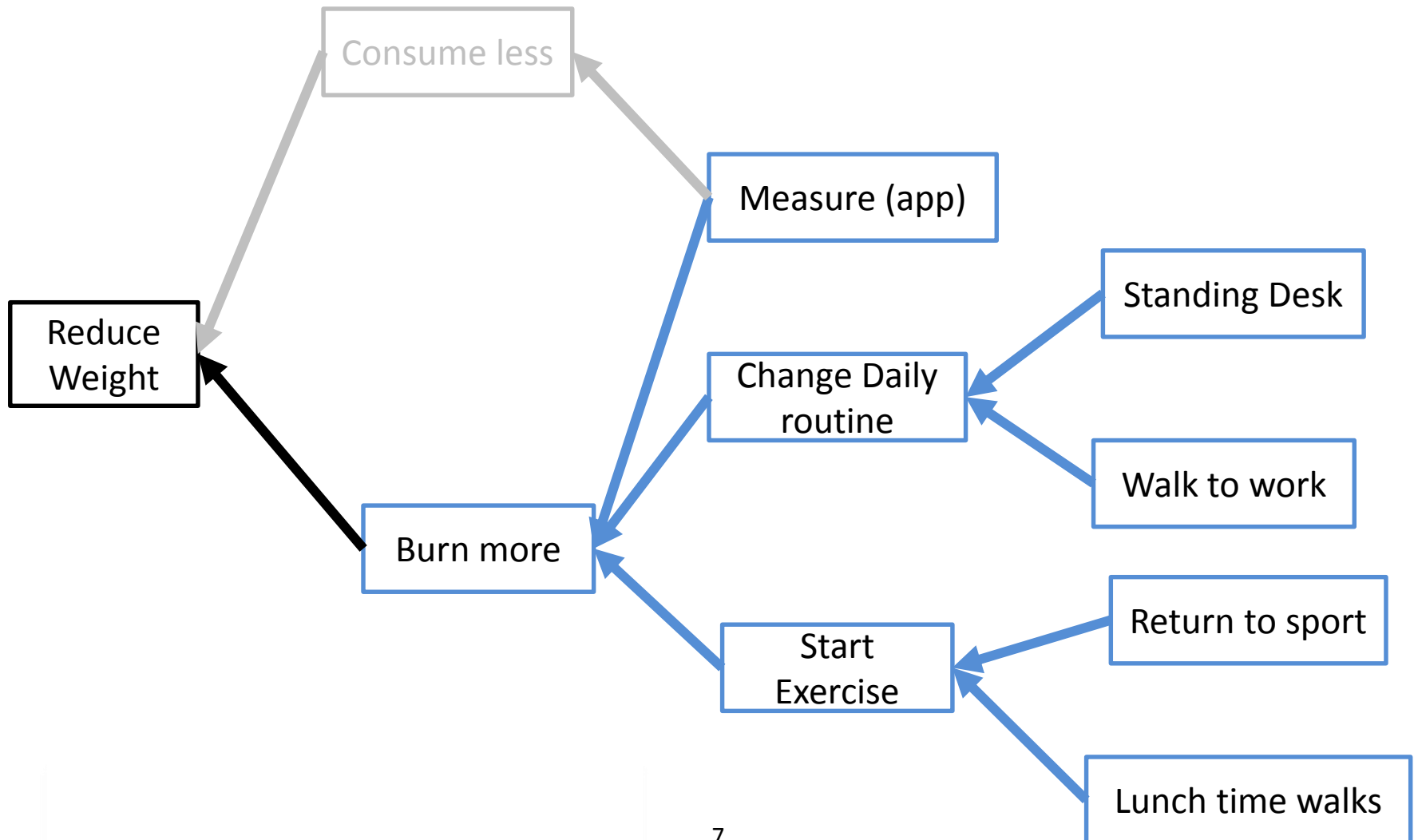
A “simple” personal improvement



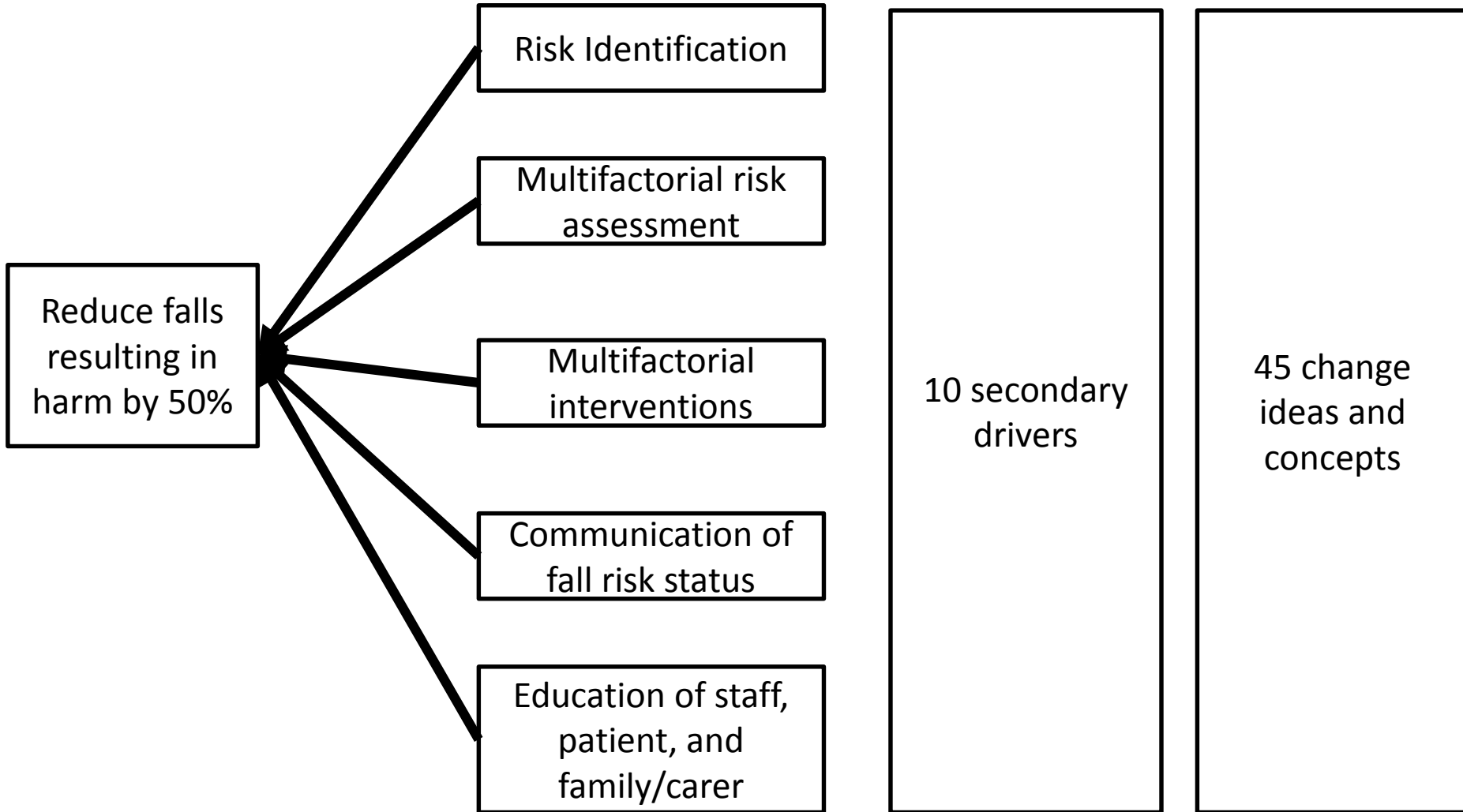
A “simple” personal improvement theory



My improvement project



A simplified quality improvement



Ref: Falls Prevention Driver Diagram and Change Package NHS



“Experience by itself teaches nothing... Without theory, experience has no meaning.”

W. Edwards Deming
(from: *The New Economics*)

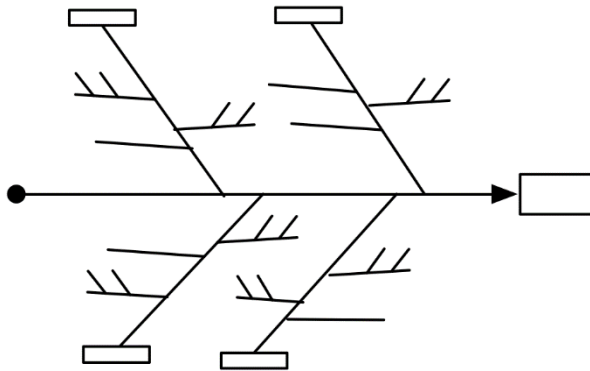
Theory Definition

(Oxford English Dictionary)

A supposition or a system of ideas in intended to explain something...

An idea used to ***account*** for a situation or ***justify*** a course of action.

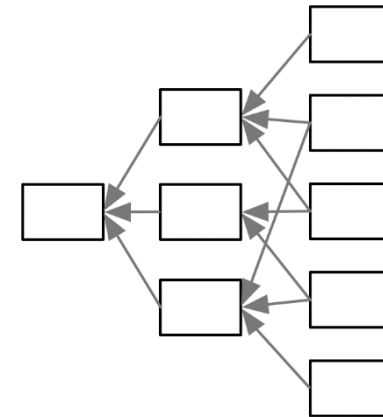
Two kinds of *causal theory diagrams*:



Fishbone:

Team theories about what **IS** causing an effect.

Account for
present *situation*

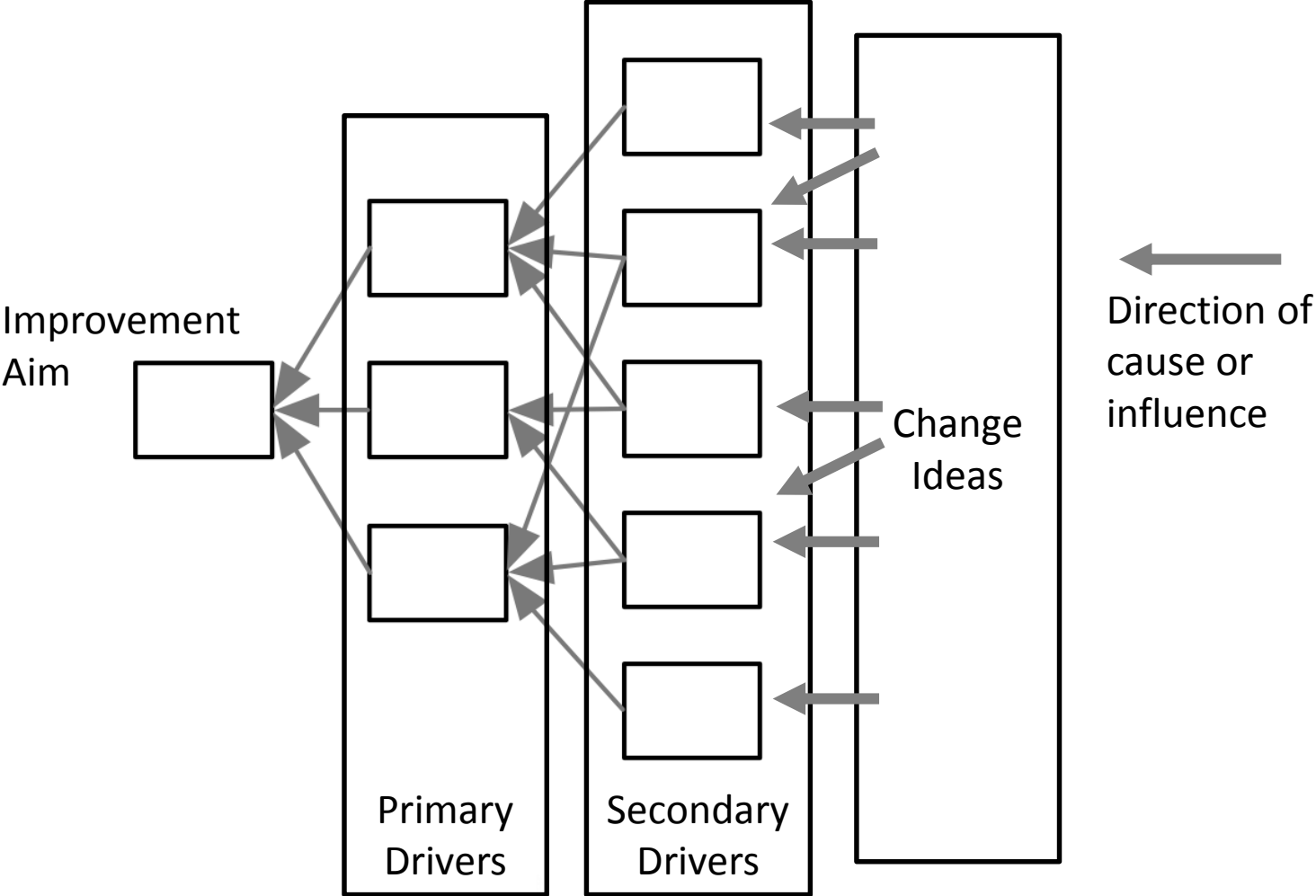


Driver Diagram:

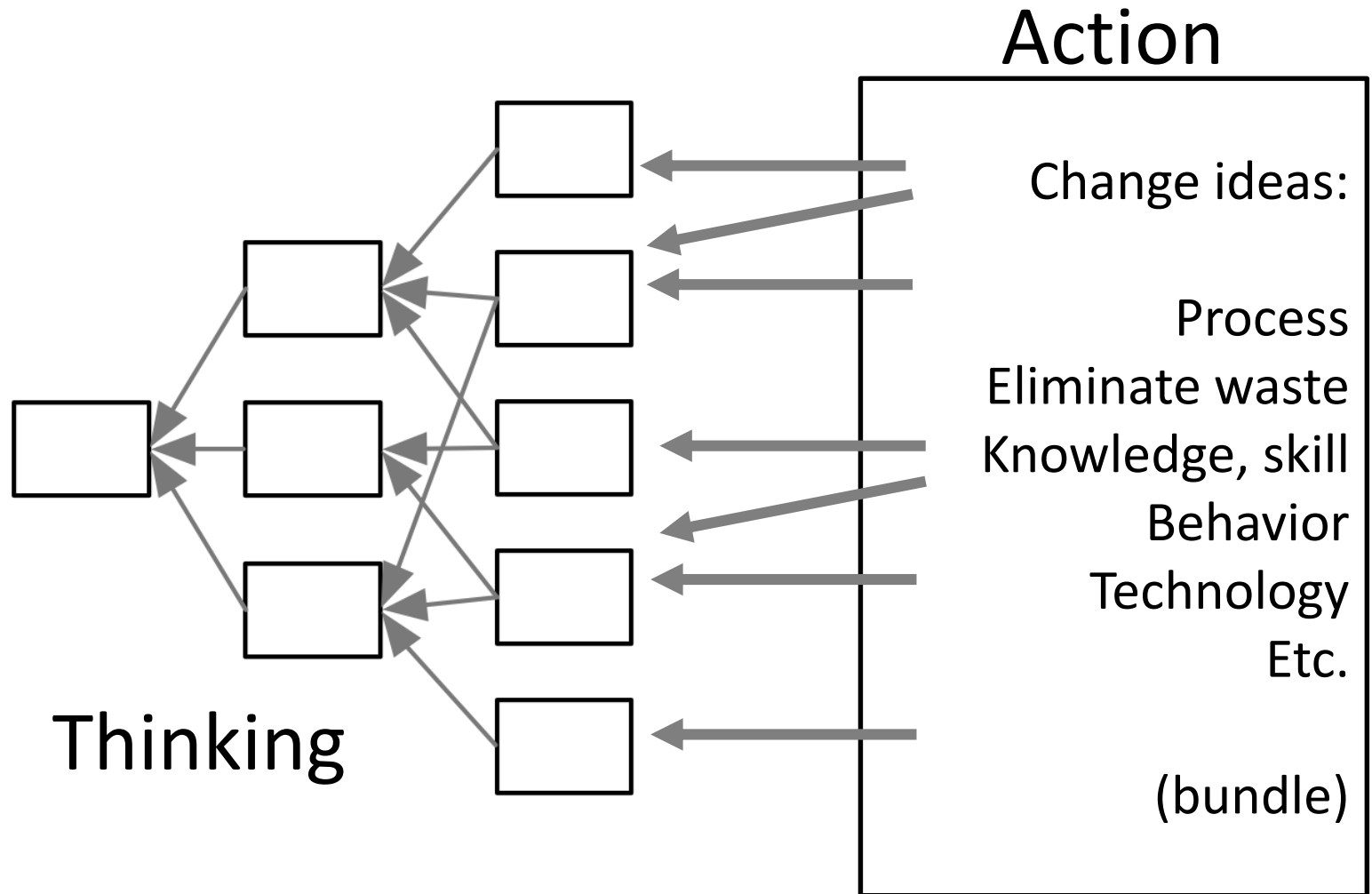
Team theories about what changes **WILL** result in improvement.

Justify
action (change)

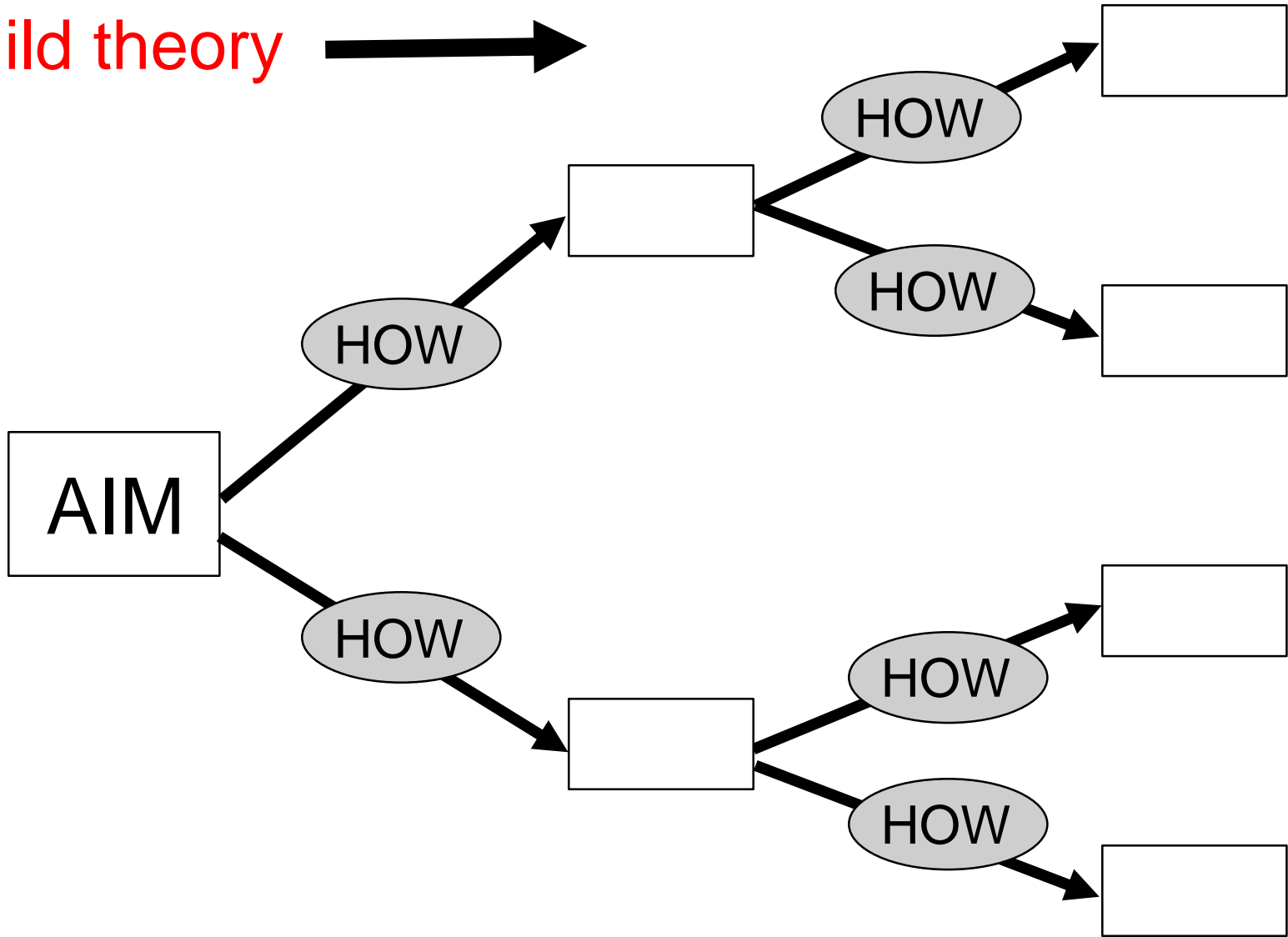
Anatomy of Driver Diagram

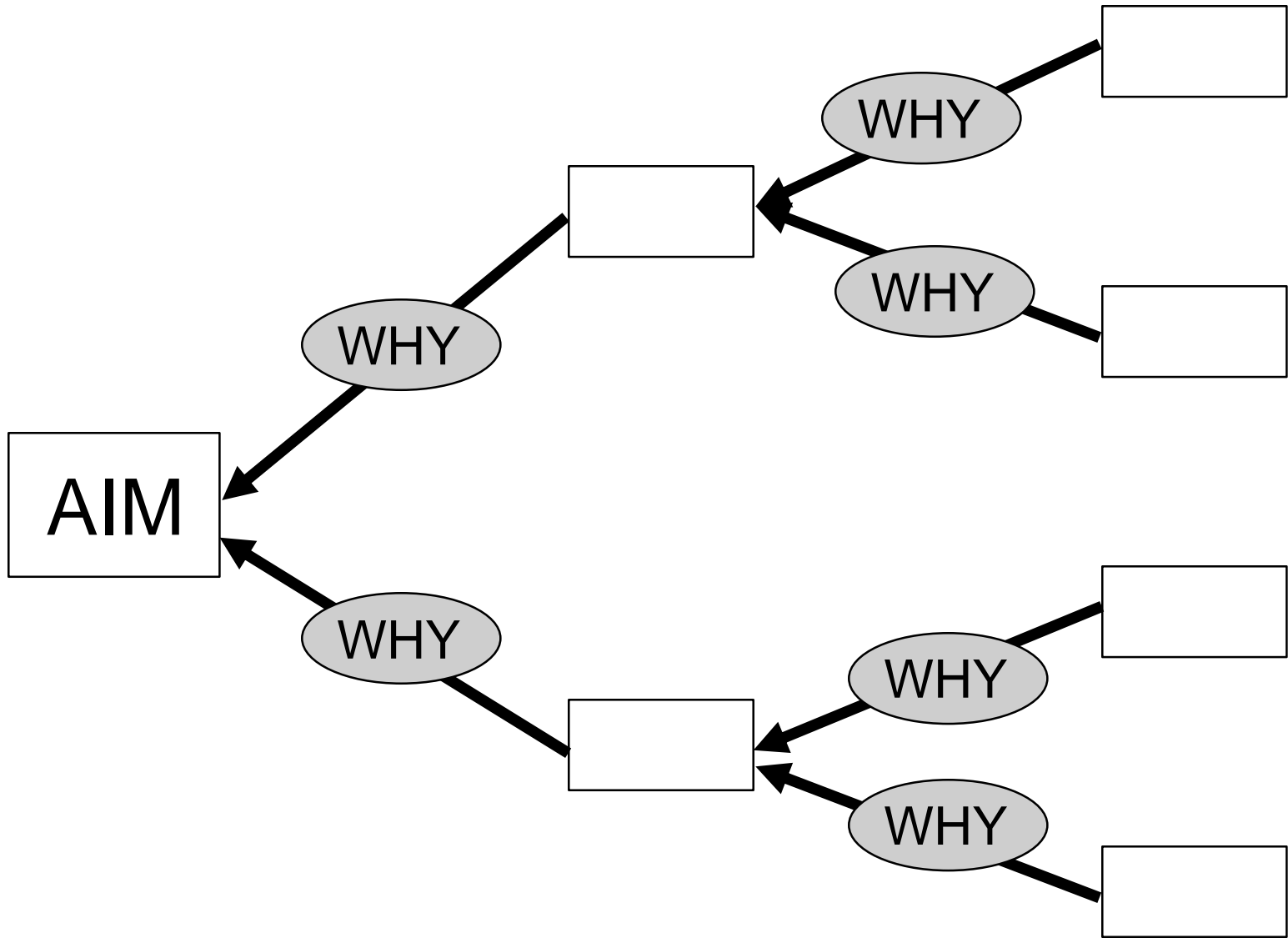


Change is an expression of theory



build theory

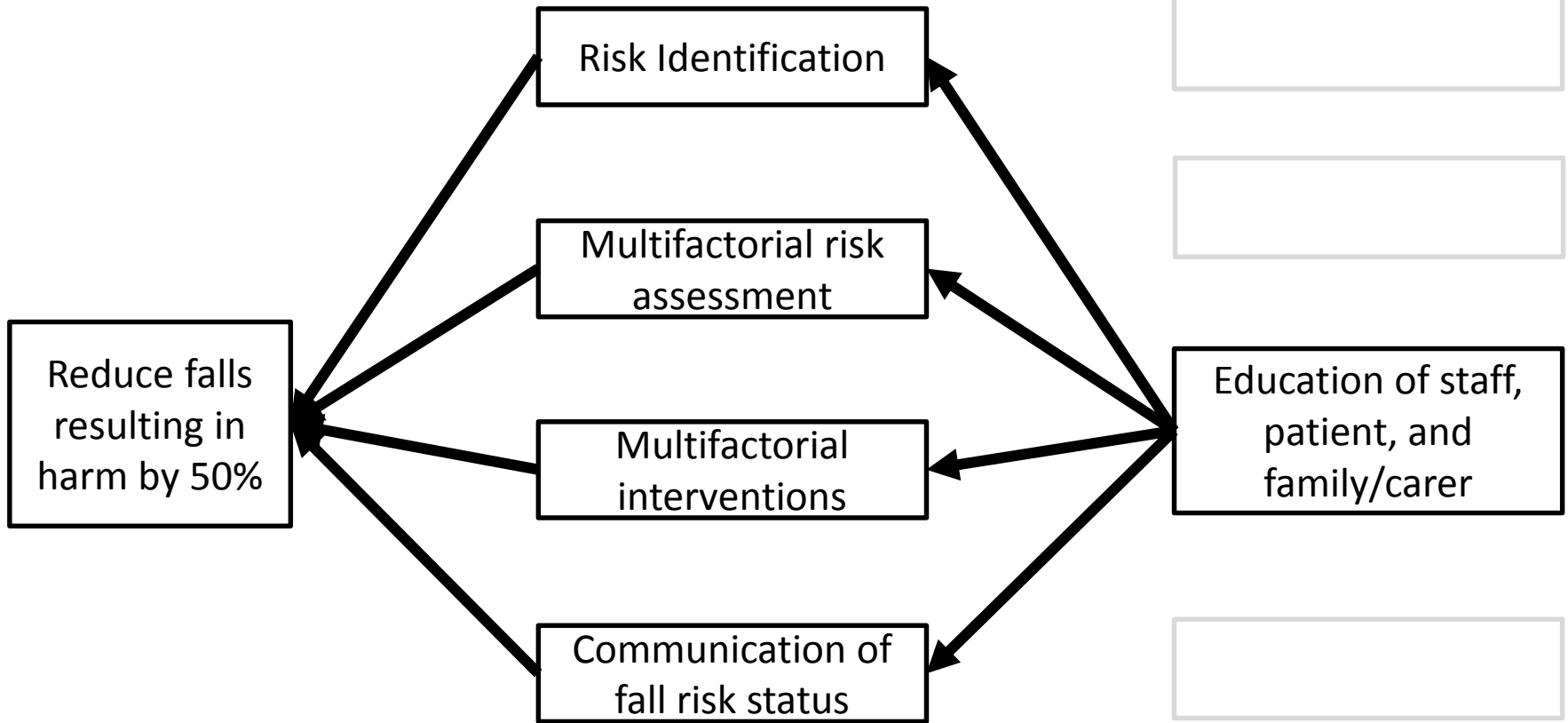




 **Rationale for change**

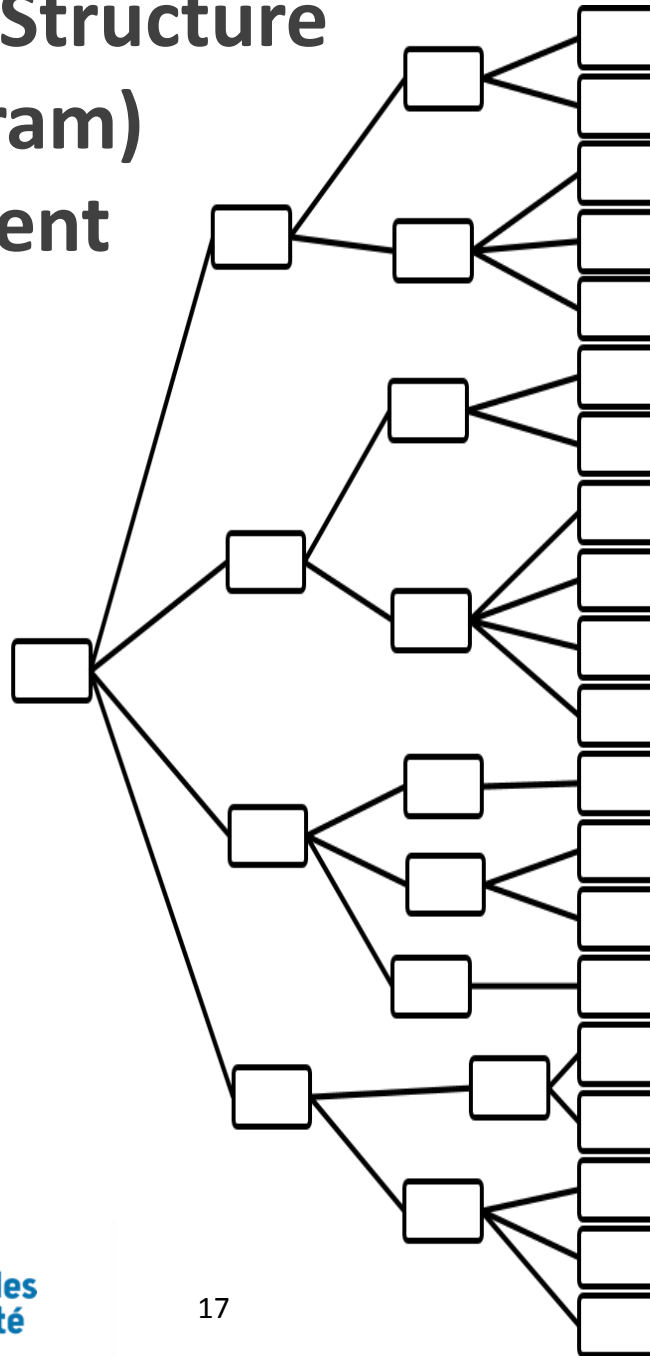
Careful with your logic...

Is education a secondary driver?

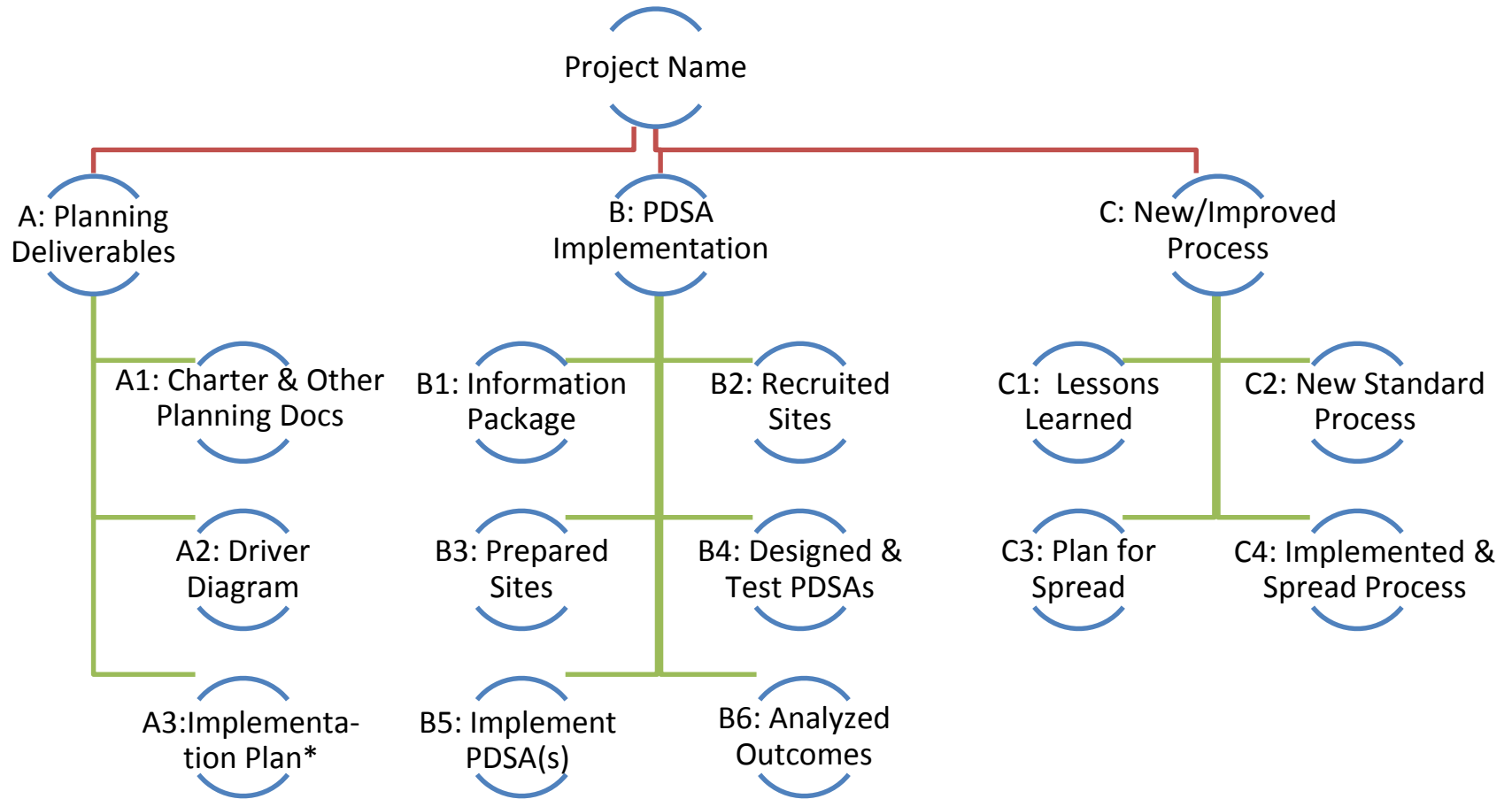


Ref: Falls Prevention Driver Diagram and Change Package NHS

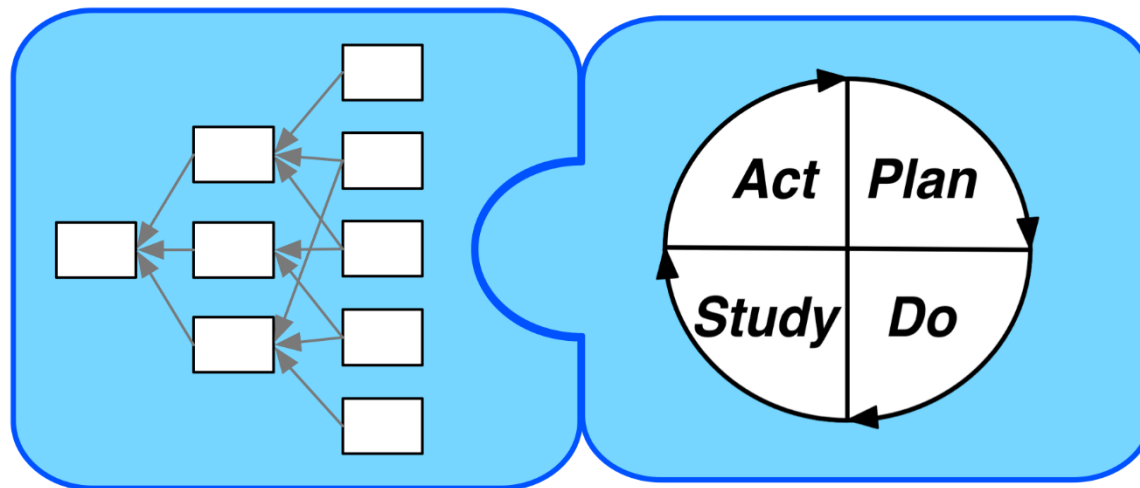
Work Breakdown Structure (type of tree diagram) Project Management



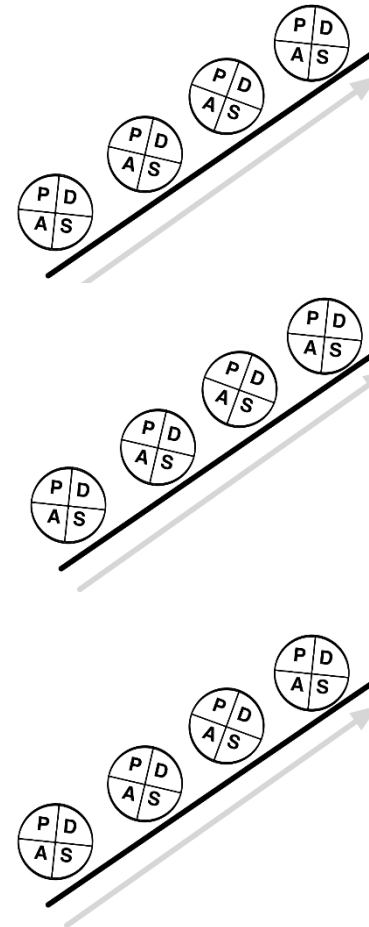
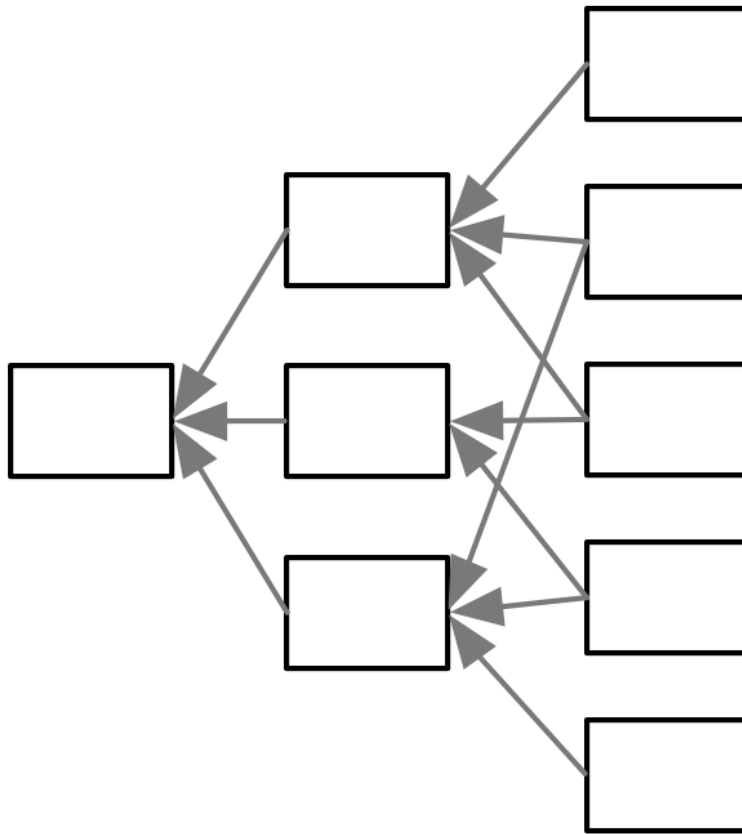
Work Breakdown Structure



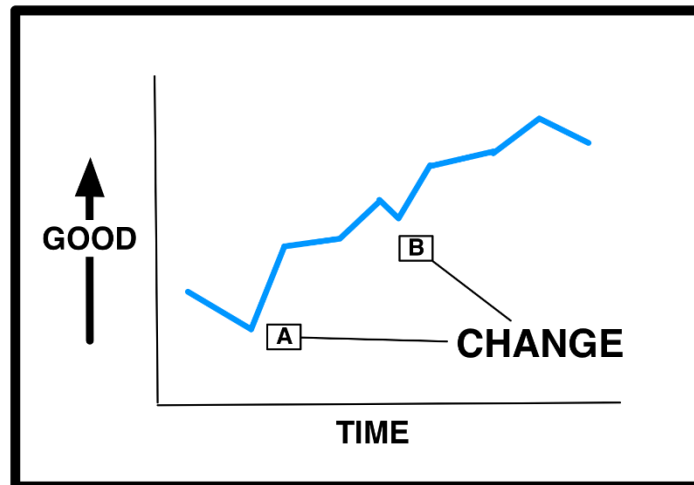
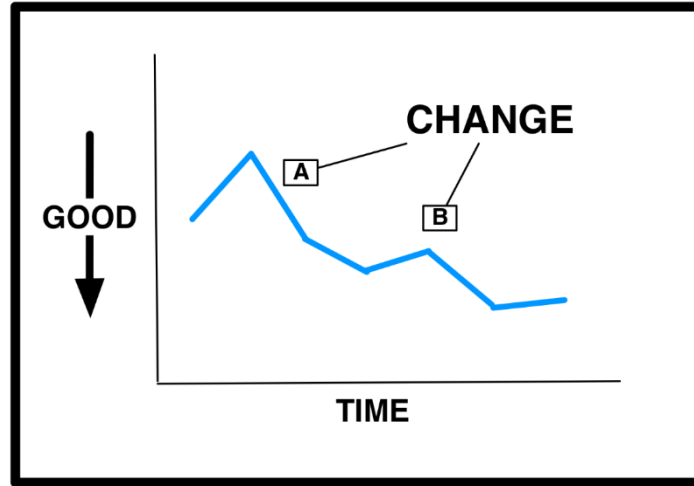
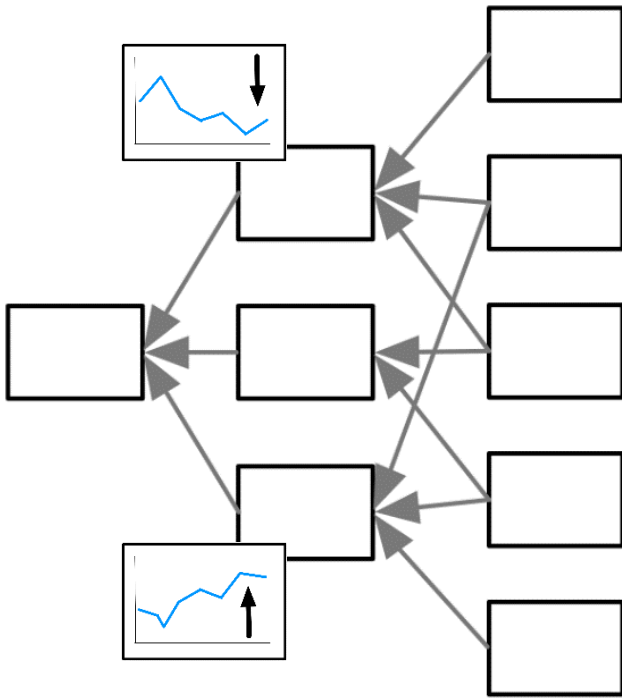
Your theory, driver diagram and PDSA



PDSA to develop/test change *AND* confirm or adjust theory



You need measurement to test theory



Improvement theory inputs

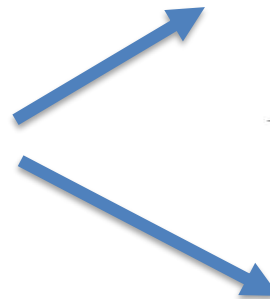
1. Evidence
 2. Experience
 3. Other's improvement
 4. Analysis of your current state
-

Getting started:

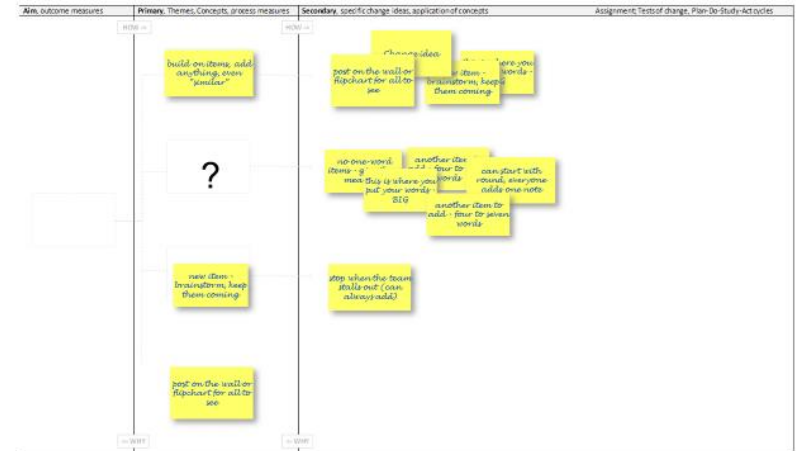
1. Compile inputs:

- Evidence
- Experience
- Other's improvement
- Analysis of current situation

2. Sort, organize build primary and secondary drivers



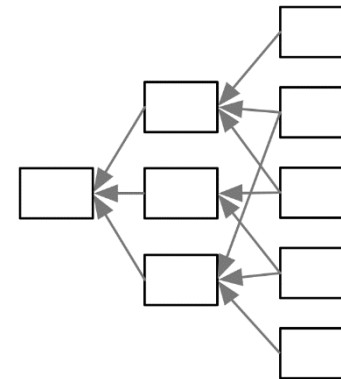
Sticky note exercise



DRAFT!

(it's a draft until you know what worked or didn't and why.)

Or use a template document





Thank You!

Two articles:
What's Your Theory?
Demystifying Theory and Its Use In Improvement



Canadian Foundation for
**Healthcare
Improvement**



Fondation canadienne pour
**l'amélioration des
services de santé**



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