

Using a Driver Diagram to identify improvement actions

WHAT IS IT AND WHAT DOES IT DO?

This is a quality improvement tool which helps you to focus on identifying the key actions and factors (drivers) which will contribute most to achievement of your improvement aim. They ensure that you identify cause and effect relationships and highlight any interdependencies. They provide an easy way to communicate your aim and priority areas or drivers for change/improvement actions and identify relevant and appropriate measures. They are particularly useful in breaking down big projects/tasks into manageable pieces.

WHO SHOULD COMPLETE IT?

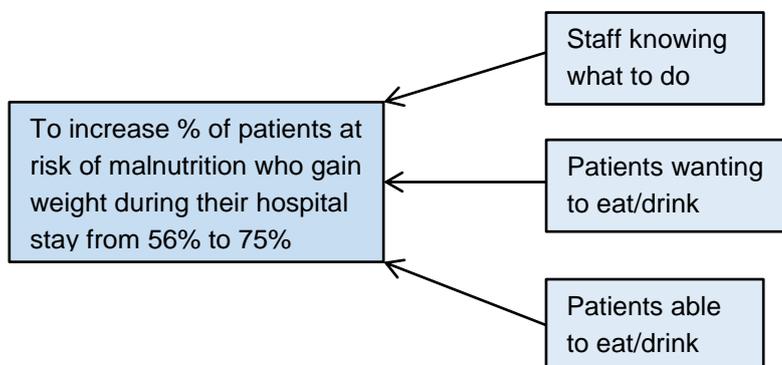
It is best to adopt a team approach in completing a Driver diagram. The team should include your key stakeholders and any patient involvement representatives. This means that everybody has an opportunity to provide their personal insights into the problem, to gain additional insights and possible solutions. This shared contribution means that the team focuses on the content of the problem and not individual interests. Overall, it supports development of a team consensus around the problem.

HOW TO COMPLETE IT?

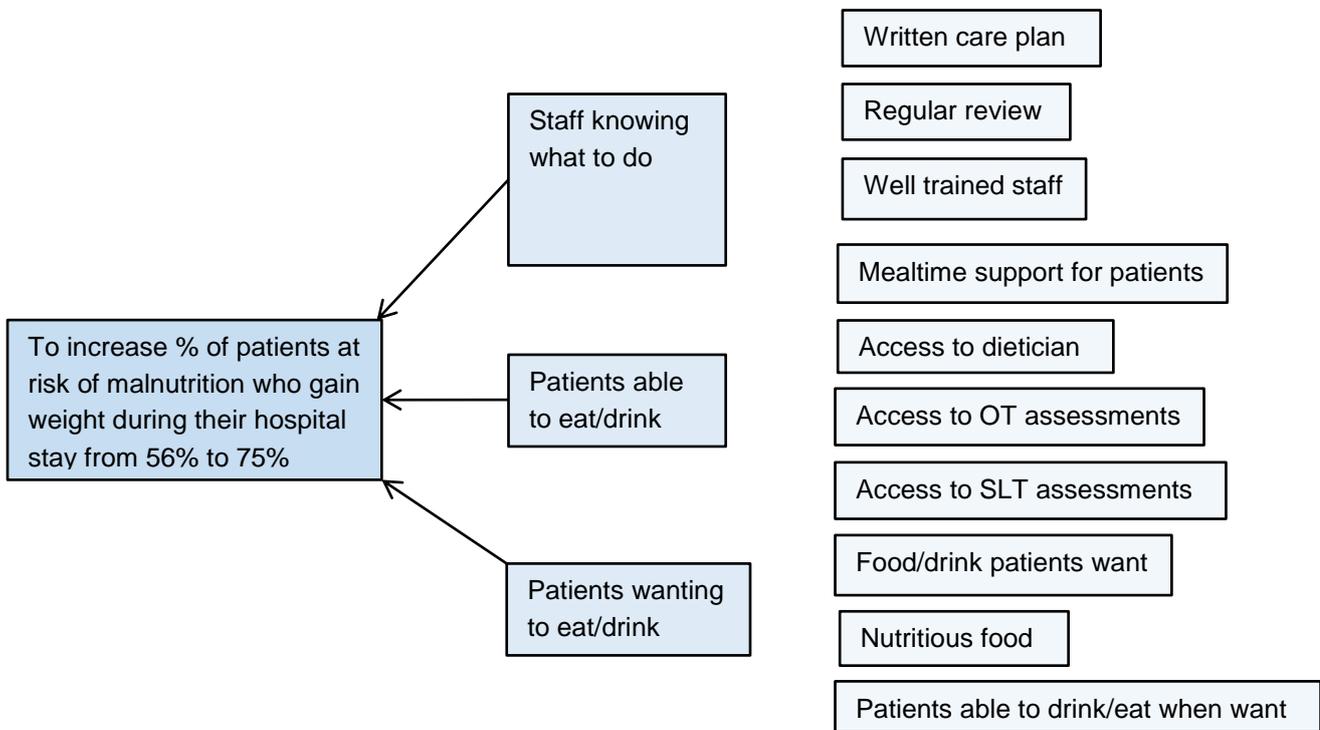
1. Write the aim of the improvement project in a box

To increase % of patients at risk of malnutrition who gain weight during their hospital stay from 56% to 75%

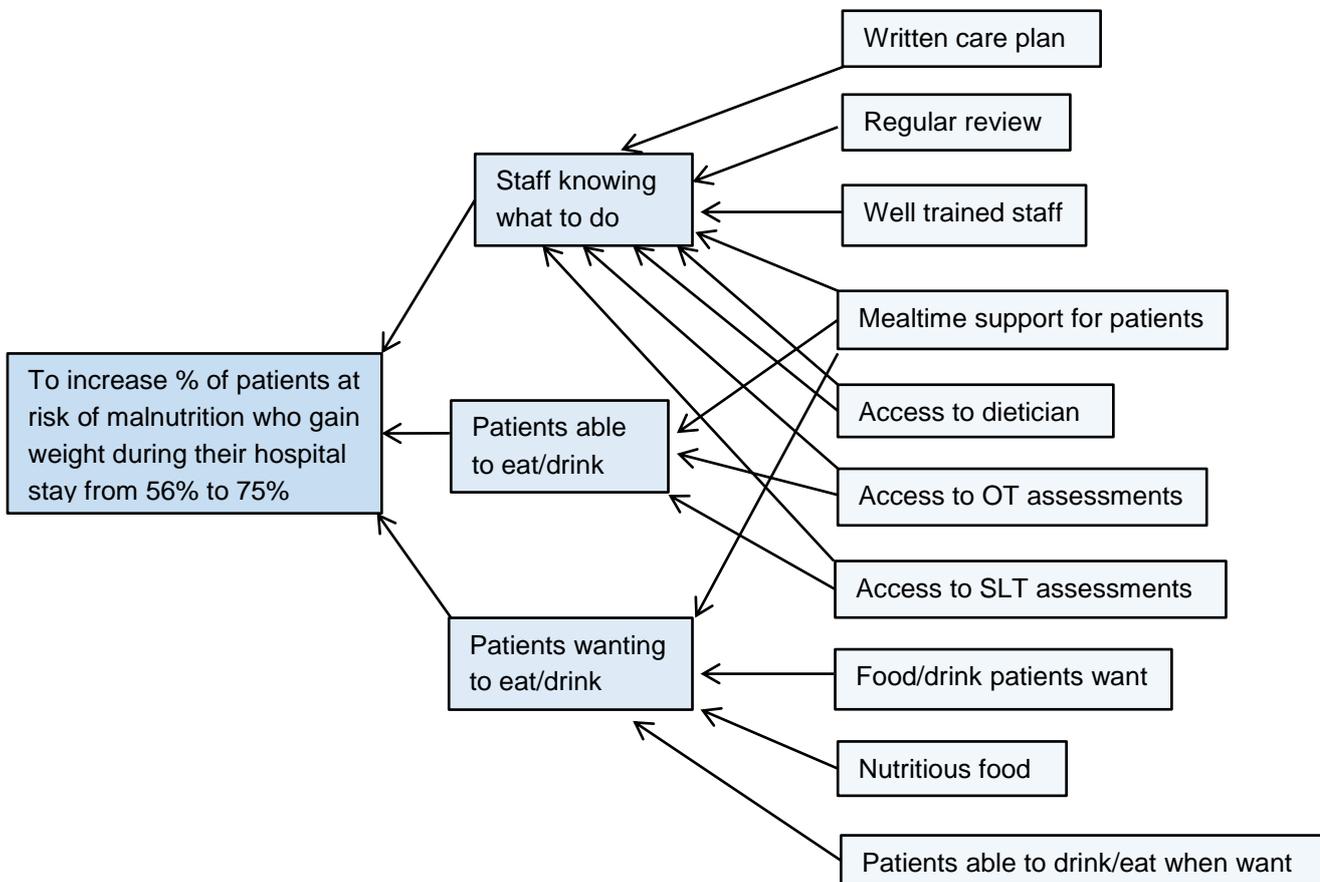
2. Identify the primary drivers that contribute directly towards achieving your aim. These are high level drivers and you are likely to have two or three.



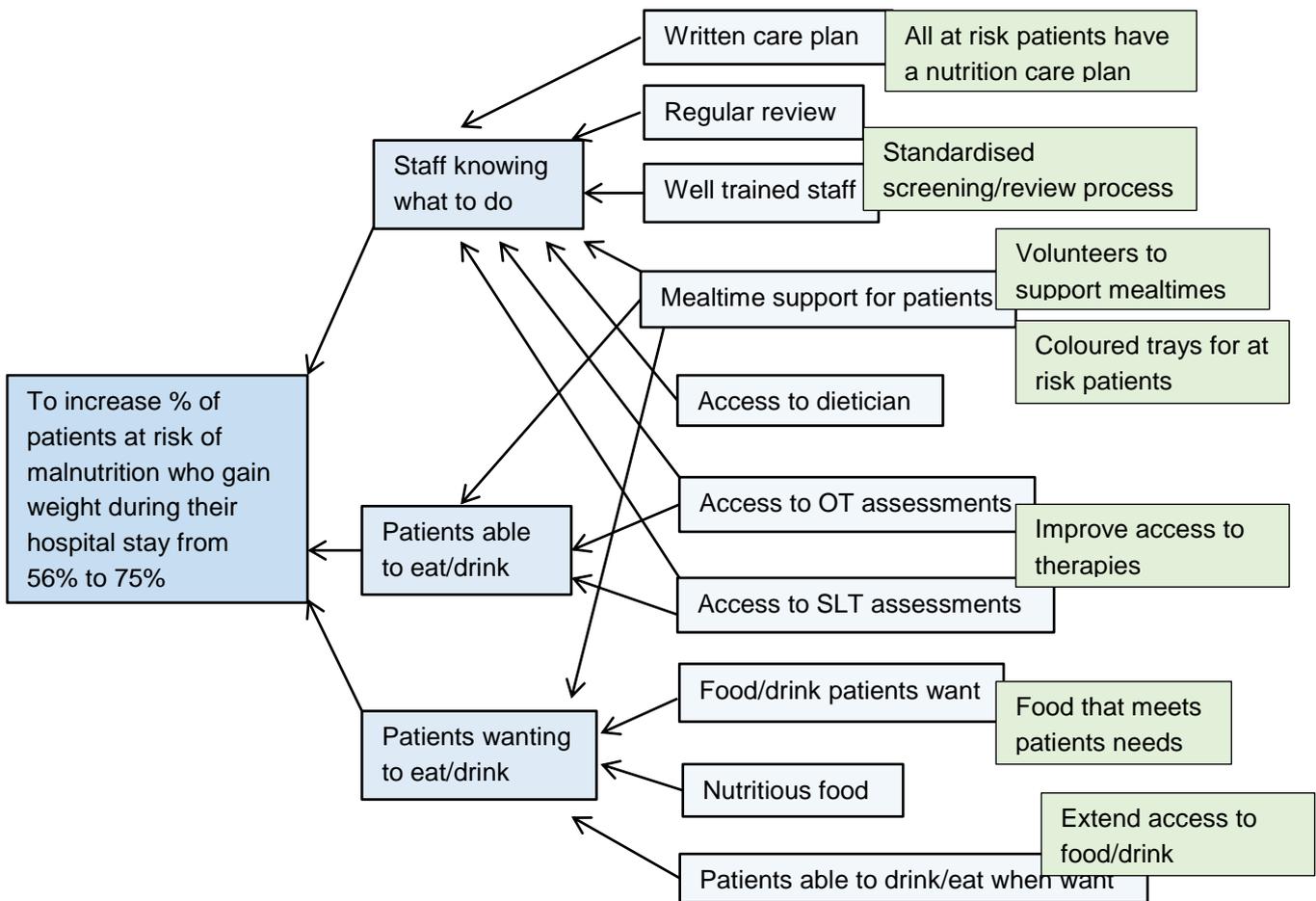
3. Next you need to identify secondary drivers. These are the things that you do or that happen to contribute to the primary drivers. These are the areas where you can start to identify change ideas that will begin to affect your primary drivers and help you to achieve your aim (see diagram overleaf).



4. You also need to add in relationship arrows which indicate which primary driver your secondary driver impacts upon. The example below shows that a secondary driver may impact upon more than one primary driver. The arrows show the cause and effect relationships and areas for potential change.



5. You can now identify where you can most influence your aim and start generating change ideas as shown in the diagram below.



6. You can then start to identify relevant measures for each driver that will show progress towards your overall aim. Some suggestions are shown in the box below:

- Proportion of patients who are screened on admission
- Proportion of at risk patients who have an up to date nutrition care plan
- Proportion of at risk patients who receive mealtime support from a volunteer
- Proportion of at risk patients who receive an SLT or OT assessment within 24 hours of admission
- Percentage of patients who report satisfaction with food and drink