

Driver diagrams

What is a driver diagram?

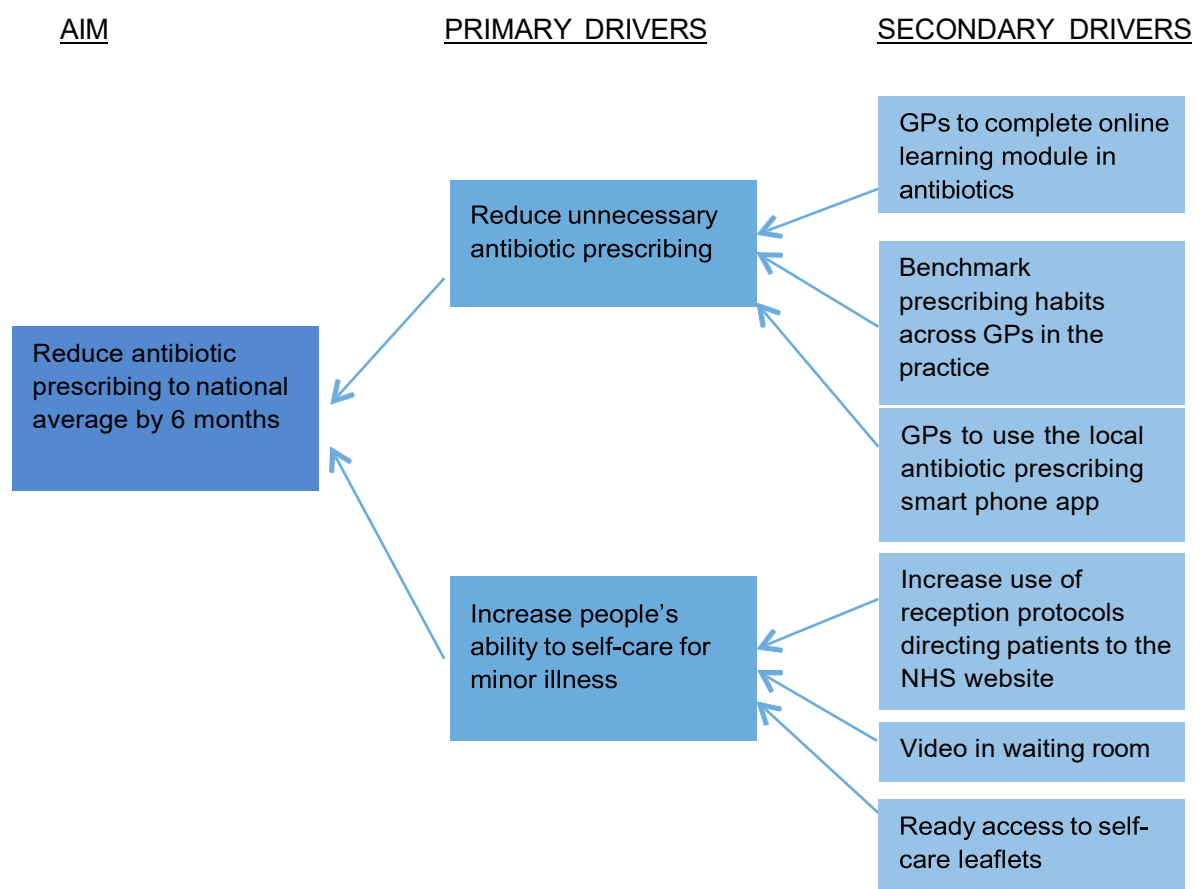
A driver diagram is a tool to help you to organise your improvements in a logical way, so that everyone involved can see how the planned changes will lead to the desired improvement.

It is particularly useful when you are aware of several changes that need to happen before you are likely to see improvement.

Making a more complex project easy to visualise helps to engage others in the changes.

Some organisations use a driver diagram to plan the direction of their work following development of a vision or mission statement.

Figure 1: Driver diagram to reduce antibiotic prescribing



How to create a driver diagram

Step 1: Define your aim

Step 2: Generate ideas

Use the whole team to generate ideas, (or 'drivers', that are likely to move you towards your aim.

Step 3: Group the ideas into themes

Once you've generated the ideas, group them into themes:

- 'Primary drivers' - an agreed set of high-level factors that help you towards your aim. Make sure you use language like 'improve' or 'decrease' and that each driver is clearly defined (and potentially measurable)
- 'Secondary drivers' - ideas that help you to achieve your primary drivers. Arrange in the second column of your diagram. Each primary driver will be influenced by several secondary drivers

Step 4: Add actions or interventions for each driver

Step 5: Add measurements

Finally, decide which drivers and interventions that you want to measure and add those to the diagram.

When completed, the diagram provides a change strategy that can be shared and understood, and can provide the basis for planning the individual projects or interventions. It should not be considered 'fixed' and can change over time as improvements are generated.



Figure 2: Driver diagram to reduce antibiotic prescribing (example actions and measures)

PRIMARY DRIVERS

Reduce unnecessary
antibiotic prescribing

Reduce unnecessary
antibiotic prescribing

SECONDARY DRIVERS

GPs to complete online
learning module in antibiotics

Benchmark prescribing habits
across GPs in the practice

Increase use of reception
protocols directing patients to
the NHS website

Video in waiting room

Ready access to self-care
leaflets

ACTIONS/MEASURES

Practice pharmacist runs
search on last day of each
month and calculates
number of prescriptions
issued per 10 consultations
by GP. Then create bar chart
and email to all GPs.

Reception manager to
source self-help videos and
bring to next meeting for
approval

Reception manager to start a
tally chart for reception staff
to count the number of
appointment request dealt
with by signposting to self-
help

