

# Step 2 Plan and Test Driver Diagrams



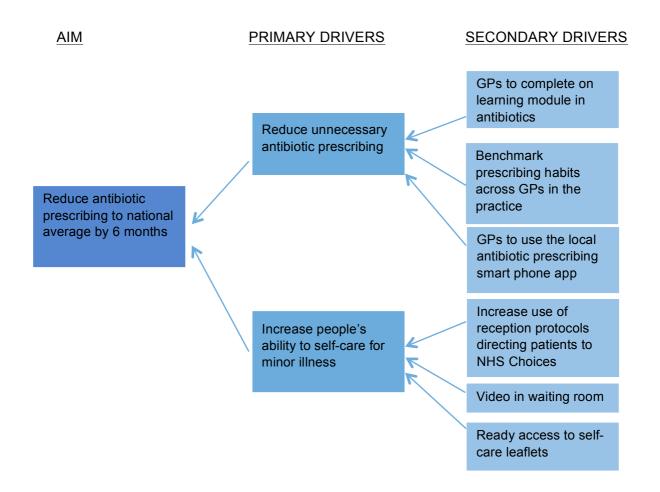
A driver diagram is a tool to help you to organise your improvements in a logical way, so that everyone involved can see how the planned changes will lead to the desired improvement.

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 visualize 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

## 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	SECONDARY DRIVERS	ACTIONS/MEASURES
	GPs to complete on learning module in antibiotics	
		Practice pharmacist runs
Reduce unnecessary antibiotic prescribing	Benchmark prescribing habits across GPs in the practice	search on last day of each month and calculates no. of prescriptions issued per 10
		consultations by GP. Then
	GPs to use the local antibiotic prescribing smart phone app	create bar chart and email to all GPs.
Reduce unnecessary antibiotic prescribing	Increase use of reception protocols directing patients to NHS Choices	Reception manager to source self-help videos and bring to next meeting for approval
	Video in waiting room	Reception manager to start a tally chart for reception staff to count the number of
		appointment request dealt
	Ready access to self-care leaflets	with by signposting to self- help