

Driver Diagram *Template*

A visual template linking your aim to primary drivers, secondary drivers, and change ideas. Helps the team see which levers to pull first.

A driver diagram visualises the theory of change behind an aim. It links the aim (what we want to achieve) to the primary drivers (the high-level factors that move the aim), and in turn to secondary drivers and specific change ideas. It helps the team see which levers are available and choose where to focus first.

How to read a driver diagram

- **Aim** — the SMART goal the team is pursuing, placed on the left
- **Primary drivers** — 3–5 high-level factors that must change for the aim to be met
- **Secondary drivers** — specific, observable practices that influence each primary driver
- **Change ideas** — concrete things the team can test (each change idea becomes a PDSA cycle candidate)

TIP

Generate primary and secondary drivers in a team brainstorm. Capture everything first, then group and prioritise. The diagram is a thinking tool, not a deliverable.

Worked example

EXAMPLE — IMPROVING REFUGEE HEALTH ASSESSMENT COMPLETION

Increase refugee health assessment completion from 40% to 65% by 30 September	Patient identification	Refugee status captured at registration
		Country of birth and year of arrival recorded
		Consistent local coding convention applied
	Interpreter access	Interpreter need recorded at registration
		TIS National pre-booking workflow at the time of appointment
		Sango pre-booking lead time agreed with reception
	Appointment workflow	Longer-appointment booking option in clinical system
		Reception script for booking interpreter-supported assessments
		Staged-care option for complex first assessments
	Follow-up and recall	Assessment completion flag in clinical system
		Monthly review of incomplete assessments
		Warm follow-up call rather than SMS for missed appointments

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FILL IN WITH YOUR TEAM

<i>Your aim statement here</i>	Primary driver 1	
	Primary driver 2	
	Primary driver 3	
	Primary driver 4	

NEXT STEP

Take one or two secondary drivers and turn them into change ideas to test. Record each idea as a PDSA cycle in **Appendix 07 (MFI & PDSA Template)**.