What is the high-level objective or mission this project supports? Examples: Saving lives through early detection, eliminating nosocomial infections, efficient use of resources.

**Global Aim**

SMART goals are **S**pecific, **M**easurable, **A**chievable, **R**elevant, and **T**ime-bound.

Example: By October 1st, we will increase the percent of events that meet all performance criteria in the specified work area from a mean of 54% to 90%.

**Target State: SMART Goal**

Current State: Target / Actual / Gap

**Problem Statement**

What is the problem you are trying to solve?
State “what”, not “why.” Do not include goal or implied solution.

**Global Aim**

What is the high-level objective or mission this project supports?
Examples: Saving lives through early detection, eliminating nosocomial infections, efficient use of resources.

**Target State: SMART Goal**

SMART goals are **S**pecific, **M**easurable, **A**chievable, **R**elevant, and **T**ime-bound.

Example: By October 1st, we will increase the percent of events that meet all performance criteria in the specified work area from a mean of 54% to 90%.

**Current State: Target / Actual / Gap**

**Analysis**

What are the root causes of the problem? May include visuals such as cause/effect diagram, Pareto chart or process maps.

**Root Causes**

1.  
2.  
3.  
4.  
5.  

**Sustain Planning**

**Process Owner**

**Role**

**Department/Unit**

**Activity to Sustain**

**Reliability Level:**

(1) Individuals: Feedback, checklists, training, basic standards
(2) Procedures: Embedded standard work, reminders, constraints
(3) Systems: Process design, fail safes, physical layout, built-in feedback, automated systems, concentration of responsibility

**Maturity Bars:**

0: Untested idea
1: Early tests / PDSA
2: Multiple PDSAs
3: Early implementation
4: Working well in operation

**Progress**

<table>
<thead>
<tr>
<th>Barrier</th>
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<tr>
<td>Abandoned</td>
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**Interventions**

These are changes we are making to our processes, systems, job duties, organization, etc. … (1) Bob

… that will result in our key drivers … (3) John

… occurring on a consistent basis. (3) Mary

Each intervention should be tied to at least one key driver. (2) Bob

Teams should work toward elegant interventions that can address multiple key drivers (2) Bob

Interventions should specify reliability level … (1) Jane

… and the maturity of the intervention, indicating how thoroughly the intervention has been tested, refined, and validated. (3) Jane

Each intervention should also have an owner. (2) Mary

**Project Title-What are we improving?**

**Key Drivers**

4-6 things that must happen consistently …

… or structures that should be in place …

… for us to reach our goal.

These are not specific interventions.

**Sponsor(s):**

**Leader(s):**

**Other Team Members:**

**Last Updated:** X/XX/20XX

**Coach:**

**Start**

**Step 1**

**Step 2**

**Step 3**

**Step 4**

**Step 5**

**Step 6**

**End**