Project Title-What are we improving?

ACR LEARNING NETWORK

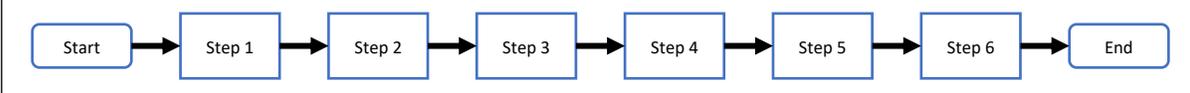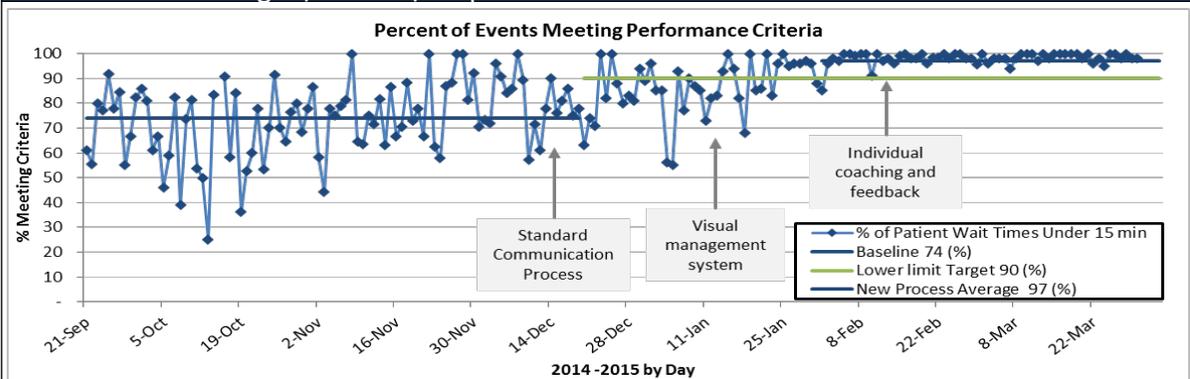## Problem Statement

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**easureable, **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

Percent of Events Meeting Performance Criteria

% Meeting Criteria — 100, 90, 80, 70, 60, 50, 40, 30, 20, 10

Standard Communication Process
Visual management system
Individual coaching and feedback

- % of Patient Wait Times Under 15 min
- Baseline 74 (%)
- Lower limit Target 90 (%)
- New Process Average 97 (%)

21-Sep, 5-Oct, 19-Oct, 2-Nov, 16-Nov, 30-Nov, 14-Dec, 28-Dec, 11-Jan, 25-Jan, 8-Feb, 22-Feb, 8-Mar, 22-Mar

2014 -2015 by Day

Start → Step 1 → Step 2 → Step 3 → Step 4 → Step 5 → Step 6 → End

Analysis

Measurements | Material | Machines
Secondary Cause
Primary Cause
Problem
Environment | Methods | Personnel

Problem 1, Problem 2, Problem 3, Problem 4, Problem 5, Problem 6

Root Causes
1.
2.
3.
4.
5.

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

Key Drivers

4-6 things that must happen consistently …

… or structures that should be in place …

… for us to reach our goal.

These are <u>not</u> specific interventions.

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. (1) **Jane** ✖

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

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

Barrier ⚠

Abandoned ✖