



Purpose. Your Charter for Improvement (CFI) is your roadmap to achieve PHASE goals. The CFI defines measurable aims, your chosen change strategies, and your technical assistance needs.

The key to PHASE success is building your organization's population care capabilities. Rapid learning is the key for building capabilities. This 2018 reflection helps us learn together about:

- What worked?
- What didn't?
- What were the causes?
- What might you test next?
- What do you need from KP, CCHE, or CCI?

We will use this information to support you more effectively in 2019.

Instructions. Review your July 2018 CFI Update and submit your responses to the questions below [in this form](#). Responses should be approximately 100 to 300 words per question and are **due by January 2, 2019**. It is ok to use partial sentences/bullets as long as it is clear.

1. **PHASE Goals Review. Do you have any changes to Section 1 of your July 2018 CFI Update "Our 2018 PHASE Goals"?** Please enter "none" if no change. Please describe any changes and the reasons for changes.
2. **Strategy review. Please describe any changes to the 3 strategies.** If these strategies do not match your work, how would you change them?
3. **Implementation review. What worked?** Briefly describe 3 changes you tried that worked. How do you know they worked? What were 3 important causes of success?
4. **Implementation review: What didn't work?** (*failure is the fuel for success!*) Briefly describe 3 changes you tried that DIDN'T work? How do you know they didn't work? What were the 3 most important causes of failure?
5. **Future plans: What's next?** What are the next 3 changes you are going to try?
6. **Technical Assistance Support: How can the PHASE support team help?** What would be most helpful from CCI, CCHE, KP for the above changes to have a big impact on your PHASE goals?