ich metric would your team like to improve upon?	
 y is this measure important to us and to our patients? Who will talk with the team about the why, and when? 	
 cribe the measure in a simple way. Who is included in the denominator? Are there exclusions? What does it take to meet the metric and land in the numerator? 	

 ate standard work using a high-level overview. sider: Who will do what, and when? How is the work captured in the electronic health record? Which team members will test the standard work? 	
 re the knowledge: When will standard work training be provided? By whom? How can team members give feedback about what is working? How will the team know they're making progress? When will performance be discussed? 	