OUR IDEA BOARD

RECORD IDEAS ON A “STICKY” NOTE AND PLACE ON THIS SHEET FOR A LATER ACTIVITY
DEFINING THE PROBLEM

State the background and reason for effort (what’s wrong and why should we do this now?):

Clearly define the problem:

• How is this problem preventing us from achieving greater organizational goals?

• What is the better future that the change will accomplish?

• What are the consequences of not doing this now?
ESTABLISHING A FOUNDATION FOR IMPROVEMENT

AIM STATEMENT

SMART Characteristics – An effective Aim Statement contains specific characteristics, which will naturally provide a clear intention for the project. We use the acronym SMART, to guide us in ensuring that these essential elements are present.

- **Specific** – Use explicit language which succinctly details the intended outcome of your change initiative
- **Measurable** – Quantitatively define what success will look like, using baseline data and stating the intended outcome, which will facilitate progress tracking
- **Achievable/Ambitious** – Consider how good you want to be; are you meeting a threshold (just hitting a target) OR are you stretching beyond (setting a new bar)?
- **Relevant** – Should explain who or what the project will impact (e.g., population of people) and provides rationale of why this is important
- **Time-bound** – Establishes a date by which you want to accomplish this
AIM STATEMENT TEMPLATE

Will improve ______________________________________________________
(High-level broad focus area, e.g., health of our patients, operational efficiency, patient experience, etc.)

By ______________________________________________________________
(Reducing/decreasing or raising/increasing, etc.)

______________________________________________________________
(Specific area of focus or patient population, e.g., diabetes management, breast cancer screening, etc.)

From __________________________ to __________________________
(Baseline) (Target goal)

By ______________________________________________________________
(Target date – specify exact date)

Example: We will improve the health of our diabetic patients by decreasing the % of patients with uncontrolled diabetes (HbA1c > 9) from 50% [150 patients] to 10% [30 patients] by December 31, 2020.

• **Specific**
• **Measurable**
• **Achievable** **Ambitious**
• **Relevant**
• **Time-bound**
ESTABLISHING A FOUNDATION FOR IMPROVEMENT

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DRIVER DIAGRAM

Purpose of a Driver Diagram

- Translates a high-level improvement goal into sub-projects
- Helps organize change concepts and ideas
- Tests theories about cause and effect
- Serves as a communication tool

How to Develop a Driver Diagram

1. Gather: Gather team members (subject matter experts)
2. Brainstorm: Brainstorm by asking “what do we need to improve to achieve our goal?”
3. Cluster: Cluster “like” ideas and identify “themes”
4. Add: Add any new ideas that have surfaced during clustering
5. Develop: Develop diagram – Primary/Secondary Drivers

Driver Diagram Example

Aim Statement
ABC Clinic will improve the health of its diabetic patients by decreasing the % of patients with uncontrolled diabetes (HbA1c > 9) from 92% [121 patients] to 50% [60 patients] by August 31, 2020

Primary Drivers (Systems Elements)
- Electronic Health Records Utilization
- Team-based Care
- Patient Engagement

Secondary Drivers (Areas for Change/Intervention)
- System alerts regarding care gaps
- Appointment reminders
- Report generation and analysis
- Pre-visit planning activities
- Outreach to Patients
- Standing orders
- Team huddles
- Group Appointments
- Shared Agenda-planning
- Case Management
ESTABLISHING A FOUNDATION FOR IMPROVEMENT

TWO IDEAS WE’D LIKE TO TRY IN THE NEXT MONTH . . .

1.

2.