OUR IDEA BOARD

RECORD IDEAS ON A "STICKY" NOTE AND PLACE ON THIS SHEET FOR A LATER ACTIVITY

ESTABLISHING A FOUNDATION FOR IMPROVEMENT

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?**

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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.

- **S**pecific – Use explicit language which succinctly details the intended outcome of your change initiative

- **M**easurable – Quantitatively define what success will look like, using baseline data and stating the intended outcome, which will facilitate progress tracking

- **A**chievable/**A**mbitious – 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)?

- **R**elevant – Should explain who or what the project will impact (e.g., population of people) and provides rationale of why this is important

- **T**ime-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.

- **S**pecific
- **M**easurable
- ~~**A**chievable~~ **A**mbitious
- **R**elevant
- **T**ime-bound

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By _____

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

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

From _____ **to** _____

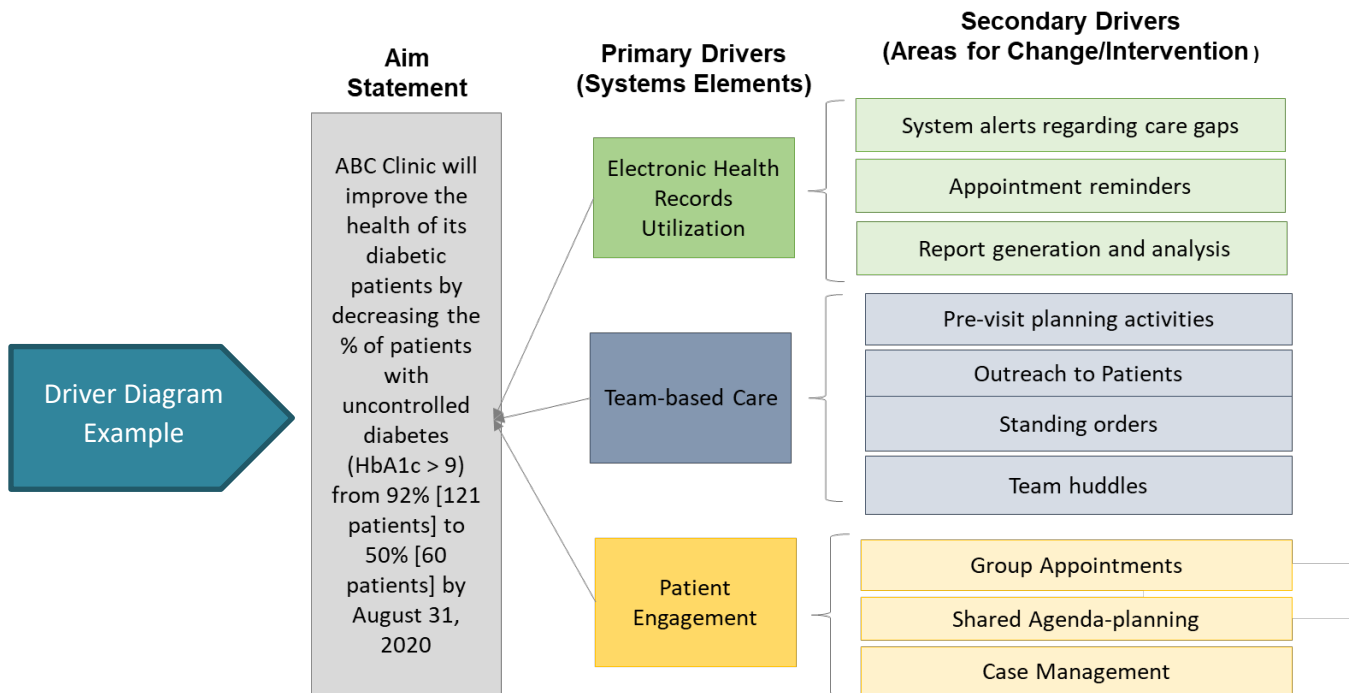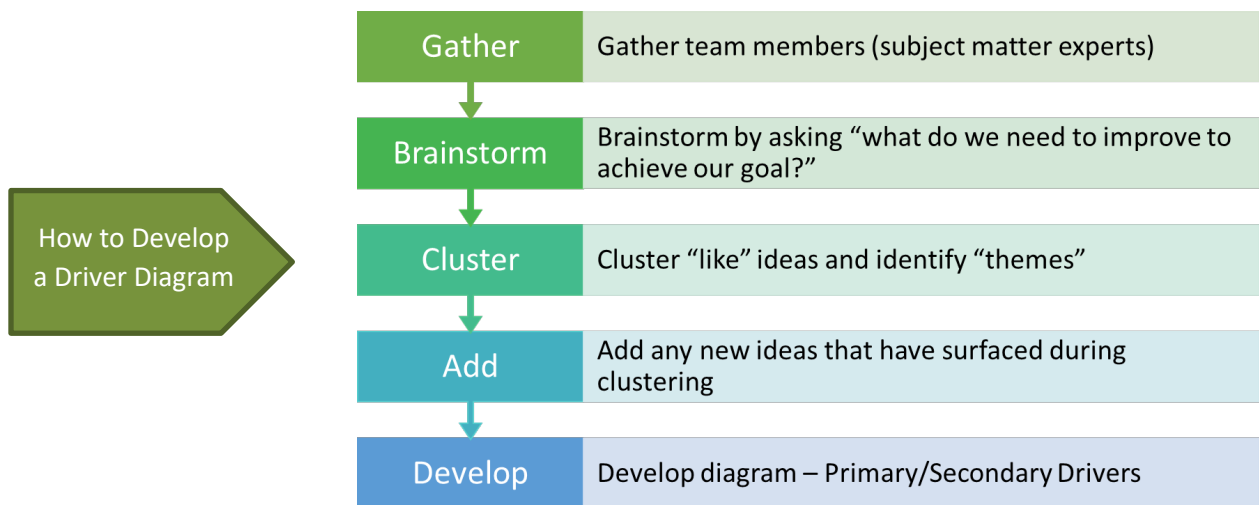   (Baseline)   (Target goal)

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.

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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

Gather	Gather team members (subject matter experts)
Brainstorm	Brainstorm by asking "what do we need to improve to achieve our goal?"
Cluster	Cluster "like" ideas and identify "themes"
Add	Add any new ideas that have surfaced during clustering
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)

Electronic Health Records Utilization:
- System alerts regarding care gaps
- Appointment reminders
- Report generation and analysis

Team-based Care:
- Pre-visit planning activities
- Outreach to Patients
- Standing orders
- Team huddles

Patient Engagement:
- 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.