|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Identify** | | | | | | | | | |
| **Improvement Project Name:** | | | **Strategic Objective (select one):** | | | | **Department** | | |
| Click or tap here to enter text. | | | Strategic Objective SO1 | | | | Click or tap here to enter text. | | |
| **Project Status** | | **Improvement Site:** | | | **Project Start Date** | | **Project End Date** | | |
| Choose an item. | | Choose an item. | | | Enter Start date | | Enter End Date | | |
| **Executive Sponsor** | | | | **Team Lead** | | | **RPI Coach** | | |
| Click or tap here to enter text. | | | | Click or tap here to enter text. | | | Click or tap here to enter text. | | |
| **Problem:** *Why is this project needed?*  1. What is the Reality? (What, where, and when)  • What “increase waiting time’’  • Where “in outpatient pharmacy’’  • When ‘’ in Q1’’  • 2. What are the consequences (if no action)? Decrease patient satisfaction  • 3. What is the Ideal situation? Average waiting time should be less than 30 minutes  • 4. What is the proposal? (What can we do?) reduce waiting time in outpatient pharmacy, to increase patient satisfaction | | | | | | **Quality Domain:** Which Healthcare Quality Domain does this project support:  Choose an item. | | | |
| **Baseline (Flow):** Map the current process/ problem (Value Stream Mapping (VSM), Timeline, Flow diagram, etc.)  *(Create a flow chart and determined value for each step of the process: This will help better understand the Gap from expected performance)* | | | | | | | | | |
|  | | | | | | | | | |
| **Baseline (Data):** Determine the baseline of the problem that has been identified*(Write down the last data points captured)* | | | | | | | | | |
| Click or tap here to enter text. | | | | | | | | | |
| **Benefit/Impact:** What is the main impact/Benefit?  *(Please check only one)* | | | | | | **SMART Aim statement:** What will the project achieve?  *(3-4 words each)* | | | |
| Contained or reduced costs  Improved productivity  Improved work process  Improved cycle time  Increased customer satisfaction  Other (please explain)  Click or tap here to enter text. | | | | | | 1. What will the project increase or decrease?    1. Click or tap here to enter text. 2. What is the Group or population affected?    1. Click or tap here to enter text. 3. Baseline (From what) and goal (To what)?    1. Click or tap here to enter text. 4. What is the time frame (By when (Date) & sustain)?   Click or tap here to enter text. | | | |
| **Analyze** | | | | | | | | | |
| **Drivers Diagram:** Brainstorm the possible root causes and solutions to the problem; organize and distribute as needed: *(Drivers are written to start with a ‘noun’ and are derived from the causes | Interventions are written to start with a verb and are solutions to the causes)* | | | | | | | | | |
| **SMART AIM** | **DRIVERS (Noun)** | | | | | **INTERVENTIONS (Actions taken)** | | | |
| Insert the complete “SMART AIM” statement | Insert Cause | | | | | Action Item (solution) | | | |
| Action Item (solution) | | | |
| Action Item (solution) | | | |
| Insert Cause | | | | | Action Item (solution) | | | |
| Action Item (solution) | | | |
| Action Item (solution) | | | |
| Insert Cause | | | | | Action Item (solution) | | | |
| Action Item (solution) | | | |
| Action Item (solution) | | | |
| **Change** | | | | | | | | | |
| **Data Management Plan:** What are the measures to ensure the improvement is moving in the right direction?  *(Development of the measures is critical to ensure that the interventions are correct and making a difference towards the outcomes)* | | | | | | | | | |
| Outcome Measures: (only one)  *(The measure that highlights the main problem; i.e. baseline)* | | | | | | Target/Goal | | | |
| 1. Click or tap here to enter text. | | | | | | 1. Click or tap here to enter text. | | | |
| Process Measures: (measure for each driver)  *(The measure that highlights the drivers and interventions)* | | | | | | Target/Goal | | | |
| 1. Click or tap here to enter text.  2. Click or tap here to enter text.  3. Click or tap here to enter text. | | | | | | 1. Click or tap here to enter text.  2. Click or tap here to enter text.  3. Click or tap here to enter text. | | | |
| Balance Measures:  *(The counter-measure of the outcome measure; i.e. indirect measure)* | | | | | | Target/Goal | | | |
| 1. Click or tap here to enter text. | | | | | | 1. Click or tap here to enter text. | | | |
| **Change Ideas were tested/ piloted before implementation:**  Yes No NA | | | | | | | | | |
| **Results:** Insert relevant graphs and charts to illustrate improvement over time.  *(Insert relevant graphs, data, charts, etc. | Include the baseline and final outcome measure | include at least one process and balance measure)* | | | | | | | | | |
|  | | | | | | | | | |
| **Transform** | | | | | | | | | |
| **Monitoring methods**  ***(monitoring method to ensure the improvement work is fixed)*** | | | | | | **Sustainment plan *(How will the work continue to be governed? What is the plan if outcome measure returns?)*** | | | |
| New developed indicator (please specify KPI title)  Click or tap here to enter text.  Tracking on the local ‘Daily Huddle Board’  Other (please Specify  Click or tap here to enter text. | | | | | | Click or tap here to enter text. | | | |
| **Lessons learned**  **(lessons learned that others can benefit from this type of project)** | | | | | | **Team members**  ***(Please specify team members)*** | | | |
| 1. Click or tap here to enter text. 2. Click or tap here to enter text. 3. Click or tap here to enter text. 4. Click or tap here to enter text. 5. Click or tap here to enter text. | | | | | | Name | | ID | Role |
|  | |  |  |
|  | |  |  |
|  | |  |  |
|  | |  |  |
|  | |  |  |
|  | |  |  |
|  | |  |  |
|  | |  |  |
|  | |  |  |
|  | |  |  |

**Thank you**