**I.A.C.T. Charter Filling Instructions**

**Identify Phase:**

1. **Write project name**
2. **Select one (1) of the seven (7) Strategic Objectives from the drop down list that is aligned with your project:**
   1. **SO1:** Deliver world class customer experience, quality and safety of care to our patients
   2. **SO2:** Provide access to all who need our services
   3. **SO3:** Focus on our core specialties
   4. **SO4:** Be a knowledge leader, through education, research and innovation to support our goals and bring value to KSA
   5. **SO5:** Build, commission and operate the new Jeddah and Madinah Hospitals, as well as other new capital assets, consistent with our strategic objectives and resources
   6. **SO6:** Transform into a financially sustainable and efficient independent not-for-profit foundation
   7. **SO7:** Establish effective collaboration and communication within the organization as well as with external public and private entities
3. **Write your Department Name**
4. **Select your project status from the drop down list**
5. **Select the site of your project from the drop down list**
6. **Select from the calendar your project start date**
7. **Select from the calendar your project estimate end date (this is an estimate)**
8. **Write the name of your project Executive Sponsor, i.e. name of the person who has the approval authority of this project (Ex.: HN, PD, Managers, Head, etc…)**
9. **Write the name of the Project Team Leader**
10. **Write the name of the respective RPI Coach in your Department / unit (if applicable)**
11. **Under the problem, state briefly:**
    1. **The actual/ situation with the main pain points.**
    2. **The consequences if no action/ improvement would have been put in place**
    3. **The ideal situation you want to reach**

**By combining a), b) and c) the problem statement would be formulated**

1. **Select the respective Quality Domain that perfectly fits your project from the drop down list**
2. **Add your applicable project baseline flow chart and /or data if applicable**
3. **Select only one project benefit / impact from the drop down list**
4. **Write the Aim Statement by answering the item from 1 – 4**

**Analyze Phase:**

1. **Write the complete Aim Statement in the assigned frame (copied from item 15)**
2. **Write the Drivers / Root Causes Category based on the nature of your project (like possible causes starting by a noun, ex: education, System, Environment, Staffing, etc…)**
3. **List the respective interventions / solutions to each causes; these ae action taken as solutions to drivers / possible causes (sentences must start with a verb, ex: develop new survey / audit tool for data collection; automate the process of documentation, etc…)**

**Change Phase:**

1. **Outcome measures: please select only one outcome measure that highlights the main problem (i.e. your baseline in the Smart Aim Statement); ex: Mortality Rate, Number of Readmission, Percentage of Patient Satisfaction; Number of Purchase Orders, Average Length of Stay (LOS) etc….**
2. **Process measures: Please select a measure for each driver in the Analyze Phase.**

**These measures are the specific steps in a process that lead — either positively or negatively — to a particular outcome measure. For example, let’s say the outcome measure is:**

* **Average LOS: If Driver = Discharge Order, a process measure for that Driver, might be Percent of Compliance to Physician Discharge Order Written 24 hrs. before Discharge.**
* **Percent of Patient Satisfaction: If Driver = Patient Centered Care, a process measure for that Driver, might be Average Call Bell Response Time.**
* **CLABSI Infection Rate: If Driver = CLABSI Bundle, a process measure for that Driver, might be Percent of Compliance to CLABSI Bundle.**

1. **Balance measure: Please select a counter/ side effect measure of the Outcome measure; i.e. indirect measure, if applicable.** **This will ensure that an improvement in one area isn’t negatively impacting another area; for example, let’s say length of stay (LOS) in labor and delivery is the outcome measure; the balance measure might be**[**patient satisfaction**](https://www.healthcatalyst.com/improve-patient-satisfaction-5-lessons-from-disney)**.**
2. **Target/Goal: The desired value you need to reach for each of the above selected measures (Number (#) or percentage (%))**

**Examples of measure selection**

* **SMART Aim: To decrease average patient waiting time in Out-Patient Pharmacy from 90 mins to 30 mins by end of 2020 and sustain for the upcoming years.**
* **Driver examples: Fast Track, Sehaty Utilization**

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| --- | --- |
| **Measures** | **Target** |
| **Outcome: Average Patient Waiting Time** | **30 mins** |
| **Process:**   * **Percent of Fast Track Utilization** * **% of Refill through Sehaty** | * **20%** * **10%** |
| **Balance: Patient Satisfaction** | **80%** |

1. **Results: Please insert relevant graphs and charts to illustrate improvement over time; try to include baseline and outcome measure, in addition to at least one process and balance measure, if applicable.**

**Transform Phase:**

1. **Monitoring methods: please select your applicable monitoring methods that might not be limited to: Newly developed indicator (KPIs), Daily Huddle Board, etc…**
2. **Sustainment Plan: Please specify how will you ensure that improvement be controlled/managed for sustainment over the upcoming years (add examples of standard work you put in place to sustain the improvement, like: guideline, policy & procedures, checklist, care set, Standard of Care, etc…)**
3. **Lesson learned: Please list benefits / possible risks you learned or encountered and are worth to be shared with others in similar projects.**
4. **Team members: Please include your team members that should be up to seven (7) members; if your project is huge and exceeding seven members, please list them by their respective units/ departments.**