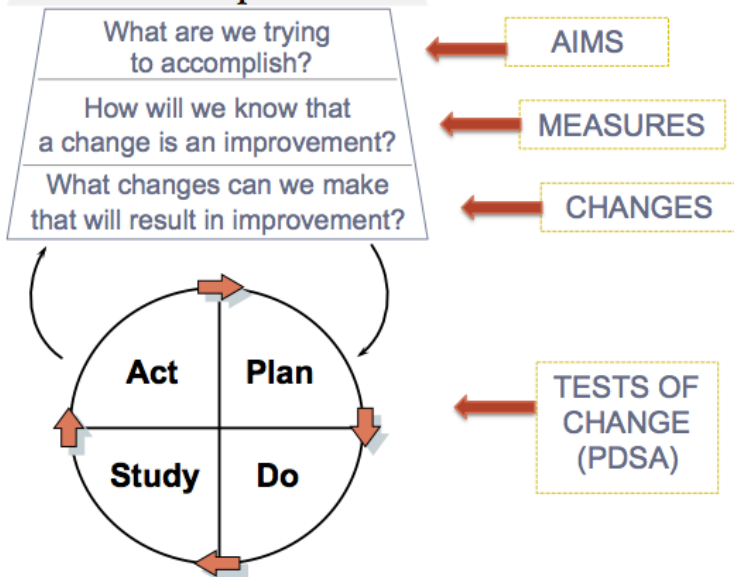


# Worksheet for Developing Your Quality Improvement Project

## PROBLEM STATEMENT:

- Why are you doing this project? What is the problem you are addressing? Who is affected? When is it a problem? Why does it matter? How does it affect the patient?
- Consider aligning your project with at least one of the Institute of Medicine's six dimensions of quality: safe, effective, patient-centered, timely, efficient, equitable.
- Current situation is \_\_\_\_\_, leading to \_\_\_\_\_ (undesirable event).

## Model for Improvement



Specific	Is the statement precise about what the team hopes to achieve?
Measurable	Are the objectives measurable? Will you know whether the changes resulted in improvement?
Achievable	Is this doable in the time you have? Are you attempting too much? Could you do more?
Realistic / Relevant	Do you have the resources needed (people, time, support?) Aligns with mission
Timely	Do you identify the timeline for the project – when will you accomplish each part?

## AIM STATEMENT: What are you trying to accomplish?

- What do you hope to accomplish with this project? Aims should be SMART, specific, clear, well-defined, and at a minimum describe the target population, the desired improvement, and the targeted timeframe.
- To improve (your process) from (baseline)% to (target)%, by (timeframe), among (your specific population)

To increase / decrease: \_\_\_\_\_ (process/outcome)  
 from: \_\_\_\_\_ (baseline %, rate, #, etc)  
 to: \_\_\_\_\_ (goal/target %, rate, #, etc)  
 by: \_\_\_\_\_ (date, 3-6 month timeframe)  
 in: \_\_\_\_\_ (population impacted)

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## **ESTABLISHING MEASURES:** How will you know that a change is an improvement?

- Measurement over time is essential to QI. Measures can be outcome, process, or balancing measures. Baseline or benchmark data are needed to show improvement.
- Align your measure with your problem statement and aim.
- Try to define your measure as a numerator/denominator.

## **SELECTING CHANGES:** What changes can be made that will result in improvement?

- Ideas for changes often come from those working in the system, from other similar improvement efforts, or from change concepts and theory. What are some opportunities for change and improvement? What changes are you considering?
- What specific change concepts will achieve the Aim?

**TESTING CHANGES:** Continuous improvement is built on small incremental changes, using a systematic scientific approach to test their impact and feasibility. The Plan-Do-Study-Act (PDSA) cycle can be used as a model on which to structure tests of change.

- **Plan:** What is the objective of this particular test of change? What do you think will happen and why? How, when, where, and by whom will the change be tested? What data will you collect?
- **Do:** What happened as you conducted the test? What did you observe? What problems or unexpected observations were encountered?
- **Study:** What data did you collect? What does the data show? How does it compare to your predictions? Is the quality of the data adequate? What did you learn? Include a graph or chart of your data.
- **Act:** If the test did not show ideal improvement, what modifications should be made to your change? What would be the plan for the next test? If the test did show desired improvement, what are the next steps for implementing or spreading the change?

**PROJECT SUMMARY:** What were the outcomes of the project? Did you achieve the project goals? What were the main lessons learned? Are the improvements or changes sustainable? How will you implement/spread any identified improvements? What would be the best next steps?

## **References:**

- Institute for Healthcare Improvement. Science of Improvement: How to Improve. <http://www.ihl.org/resources/Pages/HowtoImprove/default.aspx>
- Langley GL, Moen R, Nolan KM, Nolan TW, Norman CL, Provost LP. *The Improvement Guide: A Practical Approach to Enhancing Organizational Performance* (2nd ed), 2009.
- SMART Aim Worksheet: [https://www.rcplondon.ac.uk/sites/default/files/smart\\_aim\\_worksheet.pdf](https://www.rcplondon.ac.uk/sites/default/files/smart_aim_worksheet.pdf)

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