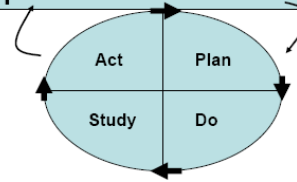


HealthEast MODEL FOR IMPROVEMENT MAP

1. What are we trying to accomplish?
2. How will we know that a change is an improvement?
3. What changes can we make that will result in an improvement?



	What improvement? How will we know?	What Changes?	Plan	Do	Study	Act
Activities	<ul style="list-style-type: none"> • Define the Improvement opportunity • Create the Aim or Goal, including the measure(s) • Mobilize the team 	<ul style="list-style-type: none"> • Research best practices and evidence based practices • Adopt or create possible solutions • Analyze and prioritize potential solutions • Select which changes to test 	<p>Develop a plan to test each potential change or solution.</p> <ul style="list-style-type: none"> • State objective and predictions • Who-what- where- when – how action planning to test on small scale • Data plan – process measures, feedback, how will we know if working? 	<p>Carry out the test plan.</p> <ul style="list-style-type: none"> • Implement on a small scale • Collect and document data and feedback • Record successes and problems • Begin analysis 	<p>Evaluate the test.</p> <ul style="list-style-type: none"> • Analyze the data and compare to predictions • Summarize, revise, re-test. • Recommend final change plan. 	<p>Implement on larger scale.</p> <ul style="list-style-type: none"> • Communicate, educate, coach, facilitate change. • Make changes as needed in policy, procedure, tools, etc. • Measure and set up the sustaining plan <p>Sustain the Change</p> <ul style="list-style-type: none"> • Monitor the data • Implement PDSA at trigger points
Tools	<ul style="list-style-type: none"> • Data • Benchmarks • Map and analyze current process • SMART • Project worksheet / action plan • Measurement plan • Team process tools • Meeting tools 	<ul style="list-style-type: none"> • Literature and web resources: IHI, Studer, Gallup, others • Brainstorming and creativity exercises • Prioritization tools • 9 change concepts • Project worksheet / action plan 	<ul style="list-style-type: none"> • Project worksheet / action plan • Improvement tools • Measurement tips, tally sheets, observations, etc. 	<ul style="list-style-type: none"> • Project worksheet / action plan • Improvement tools • Tally sheets, observations, etc. 	<ul style="list-style-type: none"> • Data display • Project worksheet / action plan • Team process tools 	<ul style="list-style-type: none"> • Data display • Project worksheet / action plan • Control (Sustain) Plan • Change techniques