

QUALITY IMPROVEMENT PROJECT TEMPLATE

PROJECT INFORMATION

Fellow:

Project Title:

Faculty Mentor:

Location:

PLANNING

PROJECT PROPOSAL / PROBLEM STATEMENT

Why are you doing this project? What is the problem you are addressing? What are the goals of the project? Consider aligning the project goals with one or more of the Institute of Medicine's six dimensions of quality: safe, effective, patient-centered, timely, efficient, equitable.

Enter text...

AIM STATEMENT: What are you trying to accomplish?

What are the aims of this project? What do you hope to accomplish by doing this project? Aims should be specific, clear, and well-defined, and at a minimum, should describe the target population, the desired improvement, and the targeted timeframe. Consider using the 'SMART' approach to defining aims: specific, measureable, actionable, realistic, and timely.

Enter text...

TEAM MEMBERS

Who are the appropriate team members for this project? Consider all those who may be affected by the project or invested in its outcome, including clinical staff, affiliated disciplines, and clinical leaders.

Enter text...

BACKGROUND

What background knowledge or literature is relevant to this project? What evidence is available to guide planning?

Enter text...

CURRENT STATE / IDEAL STATE

What is the current state of the system under study? How do you know improvement is needed? What features of the current system are contributing to the problem? What characterizes the ideal state? Flow diagrams or benchmarking data can help describe the current state.

Enter text...

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

Measurement over time is essential to quality improvement. Measures can be outcome measures, process measures, or balancing measures; often, a combination of all of these is used for a project. A balancing measure that examines unintended consequences of change should be strongly considered. Although quantitative data is ideal, qualitative measures can also have an important role. Baseline or benchmark data, either internal or external, is usually necessary to show improvement. Various sampling strategies can be used for data collection.

Enter text...

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 the key points within the current state that are opportunities for change and improvement? What changes are you considering?

Enter text...

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?

Enter text...

DO

What happened as you conducted the test? What did you observe? What problems or unexpected observations were encountered?

Enter text...

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 if possible.

Enter text...

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?

Enter text...

PROJECT SUMMARY

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

Enter text...

REFERENCES / SOURCES

- Institute for Healthcare Improvement. Science of Improvement: How to Improve. Available at www.ihl.org.
- Beth Israel Deaconess Medical Center, Office of Business Transformation. Problem Solving A3 Template.
- Langley GL, Moen RD, Nolan KM, Nolan TW, Norman CL, and Provost LP. The Improvement Guide: A Practical Approach to Enhancing Organizational Performance. Jossey-Bass: San Francisco, 2009.