

Aim Statement Template

We aim to:

(What are we trying to accomplish? Make the aim specific, measurable, achievable, and relevant. Use words like improve, reduce, and increase to identify the overall goal.)

because:

(Why is it important? Answer the “so what” question and describe the rationale and reasoning behind this improvement project.)

for:

(Who is your specific target population/customer?)

by:

(What is the specific time frame, such as month/year, in which you intend to complete the improvement?)

We will achieve this by:

(How will you carry out the work and reach your overall aim?)

Our goals include:

(What are your measurable goals? State them as numeric goals that are specific, measurable, achievable, and relevant. Think of the key changes you need to make.)

Example Aim Statement:

By December 2018, our clinic will increase the number of pediatric patients ages 11-12 who have received two doses of the HPV vaccine by the time they turn 13 years old. This is important because every year in the United States, 33,700 people are diagnosed with cancer caused by HPV despite a safe and effective vaccine. We will accomplish our aim by using Plan Do Study Act cycles to review our current immunization process and implement AAP recommendations. Our specific goal:

- Increase the percentage of eligible 11-12 year old patients who receive two doses of the HPV vaccine from 55% baseline to 80%
- Decrease missed opportunities by 50%

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Plan Do Study Act (PDSA) Cycle Template

A PDSA cycle helps you to quickly learn and gather information that can be used to adapt or change an intervention based on the data collected.



PLAN

Objective for this cycle

What do you hope to learn? What ideas are you testing?

Specific questions to address

1.

2.

3.

Predictions/Hypotheses

What do you think will happen when the test is done?

Plan

For *test* — who, what, when, where, and how?

For *data collection* — who, what, when, where, and how?

DO

Carry out the change/test

Collect data and when completed, note observations, problems encountered, and special circumstances.

STUDY

Analyze and summarize data (quantitative and qualitative)

What went well?

What could be improved?

ACT

Document what was learned and plan the next cycle

Adapt, adopt, or abandon the change?

What adaptations are needed?

Are you confident that you should expand the size or scope of the test?

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Project Measurement Table

AIM STATEMENT (refer to the aim statement template)

Data Collection

Goal	Measure Name and Operational Definition	Sample Size <i>(How many?)</i>	How will it be collected? <i>(Process & data collection instruments to be used)</i>	How often? <i>(Frequency)</i>	When will it be collected? <i>(Time period)</i>	Who will collect, analyze, and graph the data?	Notes
	What type of measure? <ul style="list-style-type: none">o Outcomeo Process						
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Spread Checklist

Establishing structures and practices that promote and support successful spread of changes throughout your organization is essential for continuous improvement. Use the spread checklist to assist in spreading your improvements.

ORGANIZATION

- Leadership.** Leadership is engaged; proposed changes are aligned with strategic plan; incentives have been identified; and dedicated time has been established for improvement team members.
- Better Ideas.** The case for change is established; data to support changes is available; benefits across groups are identified; and steps involved in adopting changes are documented.
- Set-up.** Key groups and target population are identified; roles for previously successful teams are established; and clear spread strategy is identified (eg, communication plan, IT).

COMMUNICATION

- Communication.** Plan for raising awareness is established; communication channels are identified; and a strategy for transferring technical knowledge is selected.

STRENGTHEN THE SOCIAL SYSTEM

- Key messengers.** Those responsible for explaining the new system to the target population are engaged; communities of practice are established; and strategies to support both groups are identified.
- Communities and Technical Support.** Successful sites have a strategy for helping new teams; necessary tools and documents to support change are readily available and organized, including strategies for overcoming barriers in target population.
- Transition Issues.** Strategies for ongoing leadership support and connection to the front line teams has been identified.

MEASUREMENT & FEEDBACK

- Measurement and feedback.** A plan for measurement is established, including staffing to support measurement activities and a system for two-way communication and feedback is established.

KNOWLEDGE MANAGEMENT

- Knowledge Management.** A plan is in place for capturing, documenting, and organizing new learning on the changes, the spread process, and overcoming barriers.

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Sustainability Checklist

Developing systems to sustain the gains from your quality improvement (QI) project requires ongoing effort. Use this checklist to assist in sustaining your QI project gains. Under each task, identify ways to accomplish the task.

**Italicized items are questions teams will want to address early on during the planning of a QI project.*

- ❑ **We have a process owner** responsible for reviewing data to monitor for slippage, designing ongoing improvements or adjustments, and facilitating communication to leaders, staff, and clients about the performance of the process.
 - *Who is/will be the QI process owner?*
 - What are their specific responsibilities in sustaining the QI project?

- ❑ **Our senior leaders are involved in keeping everyone focused on sustaining improvements.** They are knowledgeable about the improvements and communicate the importance and results of the new process at staff meetings, as well as informally day-to-day.
 - What information is needed to keep leaders informed about this QI project?
 - How will it be communicated? How often?
 - What will we ask leadership to do to keep our organization focused on maintaining the improvements?

- ❑ **We make sure our systems and processes are independent of the people involved** by providing relevant ongoing training, making this training part of new employee orientation, adding relevant roles and responsibilities to job descriptions, considering requirements in the hiring process, and cross-training staff for critical roles related to the QI project.
 - What training is needed?
 - *Who will assist the process owner with assessing and ensuring training needs are met?*
 - *What job descriptions and workplans need to be updated?*
 - *Who needs to be cross-trained for critical roles?*
 - *How will the hiring process be altered?*

- ❑ **We create, adapt, or use existing tools** (ie, checklists, visual aids, policies, and procedures) to make it easier for everyone to follow the new procedures and systems we have established.
 - What tools should be created or adapted?
 - Who will create and adapt needed tools?
 - How will the information be communicated to staff?

- ❑ **We continuously monitor project results** to know if the improvements/process is still working. Once goals are reached, shift to an auditing mode and decrease the frequency and quantity of data collected so that data collection is easier to sustain.
 - What are the vital few measures that will be tracked? What data no longer needs to be collected?
 - How often will the data be collected? (Should be just enough to continue to monitor project results.)
 - Who will continue to collect the data?
 - How will the results be reported to management?
 - How will we act on the results if improvements are needed?

☐ **We celebrate our success with all our staff.**

- How will the successes be celebrated?
- *What are good milestones to celebrate the successes (eg, six-month anniversary, one-year anniversary, 100 days above goal)?*

☐ **We communicate our improvements to our clients** in order to involve them in sustaining the improvements and create additional accountability.

- *What will be communicated to our clients?*
- *How will the information be communicated?*
- Who will assist the process owner with developing communication materials?
- When will the information be communicated?



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