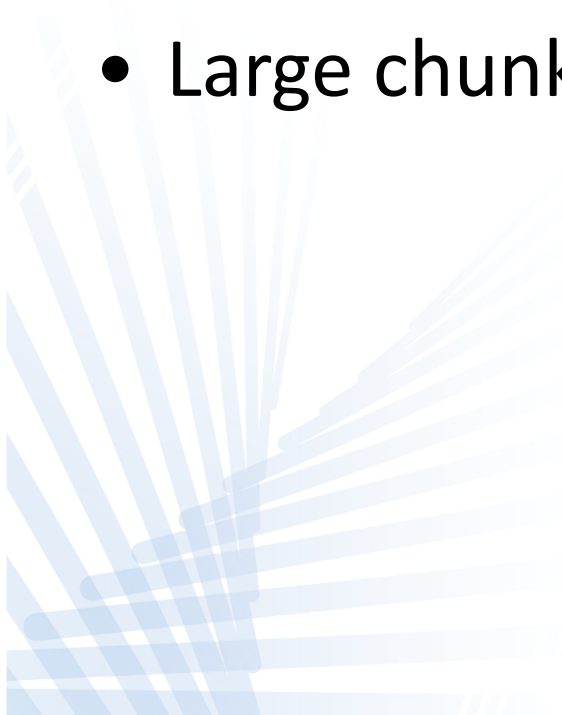


Chartering an Improvement Journey

Focus

- Aim statement
 - Scoping considerations
 - Other elements
 - Large chunk of team time 25min
- 

Background information

- This section represents a place to provide some essential information for the team which sets the stage for improvement.
- It should be limited to 7 or less bullets
- It should cover issues like geography, history, context, environment, political sensitivities, etc.

Define the need for improvement

- This slide should succinctly make the case for improvement
- In just a couple of bullets lay out, what the problem is, which requires the application of QI methods to create better quality



What are we trying to accomplish?



- This is place to define the Aim of your improvement project
- Some teams like to answer the above question “what are we trying to accomplish” using these two questions “by how much do you want to change” and “by when do you want to change”
- Implicit in answering those questions is an understanding of current performance, this too should be reflected in the aim (i.e. mortality is currently at X% and we aim to reduce this to Y% in Z amount time)
- When developing your aim statement consider the boundaries of your project. Where will you have a reasonable amount of control in the trialing of new ways of doing things?

How will we know that a change is an improvement?

- On this slide you should list the measures you suspect will help you to know if and how much progress you are making during the course of the next 6-12 months
- Include an outcome measure, process measures and any balancing measures you think are relevant
- Remember measures are defined through a statistic you will be reporting on
- All measures should be reported with the statistic you will be collecting each week, or month

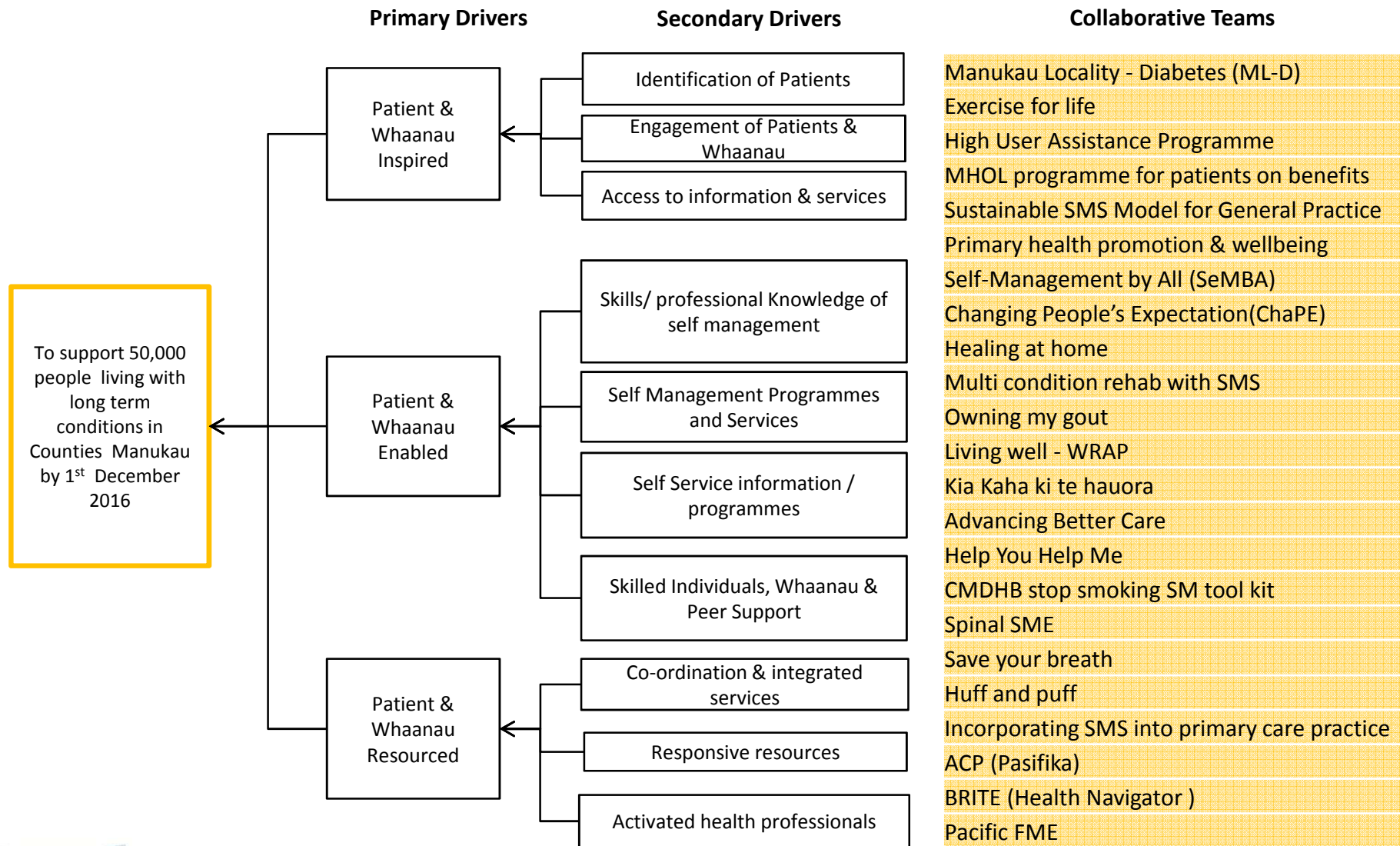
What changes can we make which will result in an improvement?

- This slide represents a good place to display a driver diagram which you will create articulating your theory of what changes are needed to improve some aspect of your system



Manaaki Hauora – Supporting Wellness Campaign

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Who will lead and participate in improvement?



- Critical to any improvement process is the participation of people, particularly people who have a stake in the outcome of the effort
- On this slide it will be good to:
 - Lay out who will be leading the change effort
 - Who will support the change effort as part of a QI team? – position and name if possible
 - Who is sponsoring the change effort (which senior leader)?
 - Who is accountable for the improvement initiative?
 - Who can resolve management level issues as they arise?

Break out

- Spend some time considering your aim statements:
 - How could it be made more focused (hint: how much change, from what to what? by when will you change? For who will you make the change?)
 - Consider whether you are solving a problem of efficacy, requiring innovation or one of reliability?
- Also, have you decided on a plain language name for your team?