Quality Improvement Project Steps

Idea/Problem

1-2 hrs

- **Idea Checklist**
  - Idea/Problem?
  - Project fit into QI?
  - Size/priority/time?
  - Possible solutions?
  - QI resources?
  - Likelihood of success?
  - Barriers & enablers?
  - Others doing to solve this problem?
  - People, process and systems involved?
  - Who owns the process?
  - Recommended next steps?

- **Present summary to team**

Research & Planning

- **Goals & Measurement Plan**
  - Define goal/SMART AIM, scope and how to measure
  - Determine audit process
  - Automate measurements (if applicable/possible)
  - Create baseline run chart

- **Present plan and baseline run chart**

- **Research & Development**
  - Develop team/roles
  - Study current methods/process
  - Complete Failure Modes & Effects Analysis or 5 Whys
  - Investigate current best practices
  - Test and develop new methods/process/interventions (PDSAs)
  - Determine what methods/process/interventions to adopt
  - Finalize Key Driver Diagram

- **Present plan and future process**

- **Communication & Acceptance Plan**
  - Communication and feedback plan
  - Identify and plan for change barriers
  - Identify ways to support & enable change
  - Change strategy: motivation/ability, personal/social/structural

- **Present plan**

Rollout

Launch week 1

- **Train**
- **Practice**

Support week 2-4

- Clarify/resolve concerns
- Coach/encourage
- Teach/share learnings
- Group feedback

Transition week 5-12

- Share ongoing learnings
- Individual feedback
- Share run charts/progress
- Spread improvement
- Celebrate

Maintain week 13 and on

- Monitoring/feedback
- Incentives
- Coaching

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