



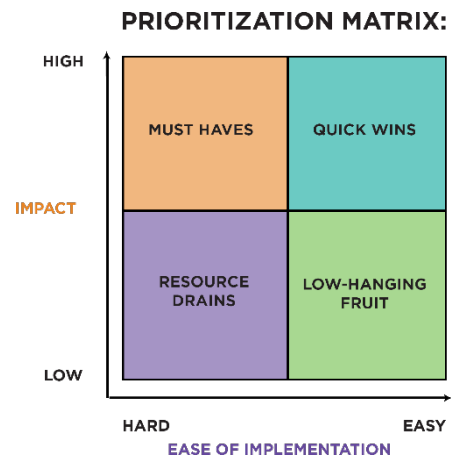
Once a quality improvement project has been identified in your organization, the following tips will help you begin.

### Step 1: How can I identify problems or opportunities on which to focus?

- Look at feedback from clients about their experiences with your service/organization
- Ask staff and/or clinicians to identify challenges they experience
- Think about your experiences in navigating daily processes or what is heard through staff meetings
- Look at performance metrics and identify gaps
- Investigate incidents or “process defects” (safety events, non-compliance to standards, inconsistent output) that require attention

### Step 2: Prioritize!

- Select key criteria (and weighting if necessary) and rate each idea on the criteria. Use a prioritization matrix.
- Rank the ideas in order of... (preference? Need? Other?)
- Use categories like “now”, “next”, “later”, “must”, “should”, “could”, “would” to organize the order in which you’ll address issues
- Decide if each idea has high or low *impact* on clients and high or low *effort* to execute. Pick ideas that are low effort and have high impact on clients.



**Tip:** Some common criteria for prioritizing: Positive client outcomes (level of impact on clients), Strategic alignment, Effort, Cost (or other resources), Team readiness or willingness

### Step 3: Develop your problem or opportunity statement

Try using the 5W2H (Problem Statement Tool) to help you start scoping.

**What** is the problem?

**Why** is it a problem?

**Where** do we observe the problem?

**Who** is impacted?

**When** did we first observe the problem?

**How** does it affect clients/ families/caregivers/ staff?

**How often** does it occur?



### PROBLEM STATEMENT VS. GOAL STATEMENT

#### Problem Statement

- WHY it matters
- What’s the burning platform

#### Goal Statement

- What we will improve
- How we will measure success



### Step 4: Consider/Engage

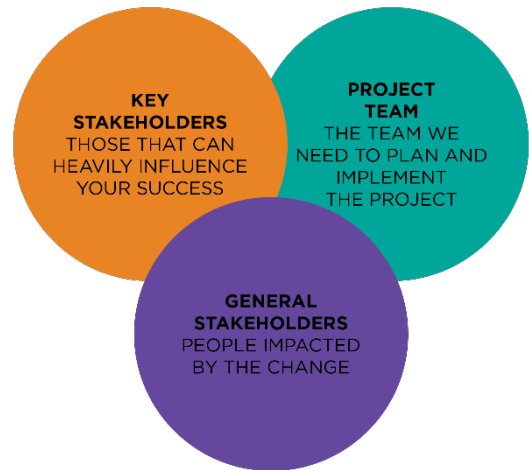
- Identify
- Analyze
- Plan

### Step 5: Consider outcome measures at outset

#### How will we know if...

- We reached our goal?
- We solved our problem?
- The project is done?
- A change is an improvement?

### STAKEHOLDER MANAGEMENT



### Step 6: Scope, scope, scope (beware the creep)

1. How much time do we have to solve this problem?
2. How much capacity is there to work on this?
3. Can we take a small incremental improvement approach to work through this issue?

Make sure you are considering your goal from the perspective of your key stakeholders and most importantly your clients or patients

#### REMEMBER,

*BIG PROBLEMS ARE JUST MADE UP OF MANY SMALL PROBLEMS AND DON'T LET WHAT YOU CAN'T DO STOP YOU FROM DOING WHAT YOU CAN DO!*

