PQCNC Quality Improvement Plan

<u>Please answer the following questions</u>

1. Problem Statement
   - Explain the problem and why it is important with reference to the Charter.

2. Goal & SMART Objectives
   - List the directional goal statements and the Specific, Measurable, Actionable, Realistic, and Time bound (SMART) objectives for the problem with reference to the Action Plan.

3. Understanding the Current State: Description or Diagram of the Current Process
   - Describe the current process that relates to the problem statement (i.e., who does what and when) with visual diagrams (e.g., process maps).
   - Next, identify what is working well in the current process, what is not working well in the current process (improvement opportunities), and the root causes.

4. Identifying Improvement Opportunities
   - In response to the improvement opportunities and root causes, identify key interventions you want to implement (with reference to the Action Plan) in a new, improved process (i.e., the future state).

5. 7-14-30-60-90 Day Plan to Implement or Improve the Key Interventions
   - Create a plan to implement the key intervention and new process (e.g., identify a lead person who is responsible for task, describe the task, and set a due date), and track the status of the 7-14-30-60-90 day plan

     Plan for the first 7 Days
     List who will do the work, what they will be working and by when

     Plan for the first 14 Days
     List who will do the work, what they will be working and by when

     Plan for the first 30 Days
     List who will do the work, what they will be working and by when

     Plan for the first 60 Days
     List who will do the work, what they will be working and by when

     Plan for the first 90 Days
     List who will do the work, what they will be working and by when

6. Plan to Measure Process and Outcomes Measures

- Identify the relevant measures you will be tracking using the operational definitions of the PQCNC measures to analyze and track the metrics that relate to the key intervention that is being implemented.

7. Current Progress and Results Over Time
- Trend the results from the measures the relate the QI work by month (e.g., Run and Control Charts)