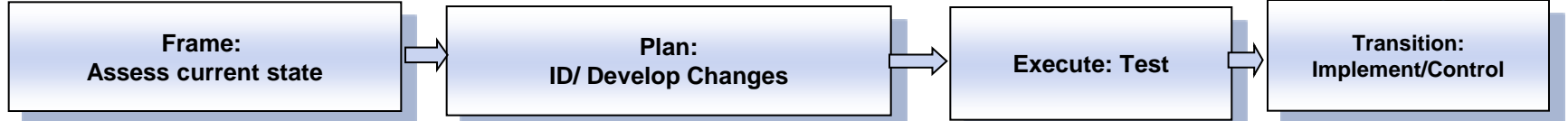


Performance Improvement Project Roadmap

Day 1 → 90-120



- Driver Diagram** – *Develop portfolio*
- Prioritization projects** – Use matrix
- ID stakeholders** – Use stakeholder analysis
- Estimate ROI** – *Consider ROI template (high level estimate)*
- Identify steps in the process** – Perform high level flow or macro value stream analysis (with metrics)
- Voice of the Customer** – Take a walk and survey, talk to users, customers, patients, observe, learn
- Meet with Team Leads to define roles**
- Schedule “Team Kick Off”**
 - Convene team to teach Rapid Improvement Model and *create Charter* (may be with Steering Committee first):
 - Problem Statement
 - Goal Statement (scope appropriately)
 - Metrics – Family of Measures
 - Baseline measures – put historical information on a run chart
 - Change Concepts, Ideas (Objectives for Steering Committee Charter)
 - Team roles, time commitments, agreements
 - Be explicit about how you will meet often and efficiently to share information
- Complete biweekly report** – 2 or more must be completed within this phase
- Storyboard** – *Use template and complete monthly*

- Work Plan:** What, who, when, where (use milestones what to do by when)
- Determine root case** – Use Cause and Effect Diagram, or OPI (Output–Process – Input), or FMEA (Failure Modes & Effects Analysis) – *abbreviated version, or affinity diagram*
- Identify waste, variability in process** – High level process map with breakdowns annotated
- Determine Method**
 - Evidence-based Practice
 - Just Do it
 - Rapid Improvement Model (RIM)
 - Lean (flow, end to end processes)
 - Six sigma (reduce variation, standardize)
 - 6s (if applicable)
- Complete biweekly report** – 2 or more must be completed within this phase
- Storyboard** – *Use template and complete monthly*

IA only moves forward when roadmap is reviewed



- Test** - Use PDSAs, document results, define scope of test (1 patient, 1 person)
- Determine - **Key variables & controls**
- Develop – **Standardized work** instructions
- Develop - **Visual displays**
- Metrics – track daily/weekly**
 - Pareto Diagram
 - Annotated Run Charts*
 - Control Charts/ SPC*
 - T-Tests (if applicable)
- Complete biweekly report** – 2 or more must be completed within this phase
- Storyboard** – *Use template and complete monthly*

- Sustainability plan** – determine how the process will continue without the focus of the team (use sustainability tool)
- Evaluate ROI** – Complete ROI template
- Project Closure Form** – must be completed this as graduation requirement
- Storyboard** – *Use template and submit with project closure form*
- Complete biweekly report** – 2 or more must be completed within this phase

*Roadmap is to be used as a guide to keep project on track. Items italicized are required for graduation

Roadmap Review

Frame:
Assess current state

Plan:
ID/ Develop Changes

Execute: Test

Transition:
Implement/Control

Planned Date: _____

Planned Date: _____

Planned Date: _____

Planned Date: _____

Actual Date: _____

Actual Date: _____

Actual Date: _____

Actual Date: _____

Sponsor: _____

Sponsor: _____

Sponsor: _____

Sponsor: _____

PI Leader: _____

PI Leader: _____

PI Leader: _____

PI Leader: _____

PO Mentor: _____

PO Mentor: _____

PO Mentor: _____

PO Mentor: _____

IA: _____

IA: _____

IA: _____

IA: _____

Circle One:  

Circle One:  

Circle One:  

Circle One:  

Comments:

Comments

Comments:

Comments: