

PA PQC Quality Improvement Plan

Problem Statement

Explain the problem and why it is important.

Goal & SMART Objectives

List the directional goal statements and the Specific, Measurable, Actionable, Realistic, and Time bound (SMART) objectives for the problem.

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.

Identifying Improvement Opportunities

In response to the improvement opportunities and root causes, identify key interventions you want to implement in a new, improved process (i.e., the future state).

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 30-60-90 day plan

Plan for the first 30 Days

<u>Who</u>	<u>What</u>	<u>When</u>

Plan for 31-60 Days

<u>Who</u>	<u>What</u>	<u>When</u>

Plan for 61-90 Days

<u>Who</u>	<u>What</u>	<u>When</u>

Plan to Measure Process and Outcomes Measures

Identify the relevant measures you will be tracking. And use the operational definitions of the PA PQC measures to analyze and track the metrics that relate to the key intervention that is being implemented.

Current Progress and Results Over Time

Trend the results from the measures that relate to the QI work by month (e.g., Run and Control Charts)