## 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
- What are others doing to solve this problem?
- People, process & systems involved?
- Who owns the process?
- Recommended next steps?

**Investigation**

**10-12 hrs**

**Investigation Checklist**
- Literature & research?
- Baseline measurement?
- Current process?
- Start Key Driver Diagram?

**Present summary to team**

### Research & Planning

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

**Present plan and baseline run chart**

**Research & Development**
- Develop team/roles
- Study current methods/process
- Complete barriers and enablers template
- Investigate current best practices
- Test & develop new methods/process/interventions (PDSAs)
- Determine what methods/process/interventions to adopt
- Finalise key driver diagram

**Present plan and baseline run chart**

### 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

### Rollout

**Launch**

**week 1**
- Train
- Practice

**Support**

**week 2-4**
- Clarity/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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V1 Effective: June 2019 Review: January 2020