**QUALITY IMPROVEMENT:**

**GOAL SETTING**

**Ask the three questions:**

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| **1. What are we trying to accomplish?**  By answering this question, you will develop your goal for improvement. | |
|  | |
| **2. How will we know that a change is an improvement?**  By answering this question, you will develop measures to track the achievement of your goal. | |
|  | |
| **3. What changes can we make that can lead to an improvement?**  **List your ideas for change.**  By answering this question, you will develop the ideas you would like to test towards achieving your goal. Use the SMART approach when developing ideas (specific, measurable, attainable, realistic, timebound). E.g. By March 2020, complete 100% of HbA1c tests for all eligible (have not had a test in the past 6 months) active patients. | |
| **Idea 1.** |  |
| **Idea 2.** |  |
| **Idea 3.** |  |
| **Idea 4.** |  |

**QUALITY IMPROVEMENT:**

**PLAN, DO, STUDY, ACT CYCLE**

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| **Idea being tested:**  *From page 1: Idea 1,2,3 or 4* |  |
|  | **Plan** *Who? When? Where? Data predictions? Data to be collected.* |
|  |
|  | **Do** *Was the plan executed? Any unexpected events or problems? Record data.* |
|  |
|  | **Study** *Analysis of actions and data. Reflection on the results. Compare to predictions.* |
|  |
|  | **Act** *What will we take forward; what is the next step or cycle?* |
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