Quality Improvement Storyboard

Aim: To increase staff satisfaction of cross-program communication (rank 1 (not very satisfied) to 5 (very satisfied)) by 15% by September 15th, 2016.

Customer: Program staff  
Start: 4/11/2016

Team Leader: J.A.; D.L.  
QI Mentor: C.F.; A.H.

Team Members:
J.A.  
U.N.  
D.L.  
N.D.

Process [Plan]

Implement senior leadership team meeting template  
N.D.  
5/10/2016 - 9/15/2016

Increase senior leadership team meeting frequency to bimonthly  
N.D.  
7/7/2016 - 9/15/2016

Implement meeting minute Google form  
U.N.  
9/6/2016 - 9/15/2016

Measure(s) [Do]

- Staff satisfaction of communication [rank 1 (not very sat) - 5 (very sat)]
- Staff knowledge of communicated points [yes or no]
- Staff source of information [0=non-SLT, 1=SLT]

Root Causes [Plan]

1. Information Management  
2. Leadership/Management  
3. Communication Process  
4. End-User Experience  
5. External Participation

External Participation
- What support for these events within upper management abuse programs coordinators?  
- How do we feed information up to leadership?  
- How do programs collaborate outside of SLT?

Root Causes [Plan]

1. Information Management  
2. Leadership/Management  
3. Communication Process  
4. End-User Experience  
5. External Participation

Improvement Matrix [Plan]

- Balance between adding steps that create value and changes that “feel” good
- QI work also requires intention, time, and dedication to keep track of the small tests

Run Chart [Study]

Lessons Learned

- Staff satisfaction of communication [rank 1 (not very sat) - 5 (very sat)]
- Staff knowledge of communicated points [yes or no]
- Staff source of information [0=non-SLT, 1=SLT]

Act

Implement meeting template  
N.D.  
9/15/2016