

Planning the Change... SMART Goals, Process & Outcome Measures

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Your Feedback Is Important!

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**Who's Around
the Virtual Table**



Objectives



- **Explore the Model for Improvement**
- **Discuss SMART Goals**
- **Review development of outcome and process measures**



Three Fundamental Questions From the Model for Improvement

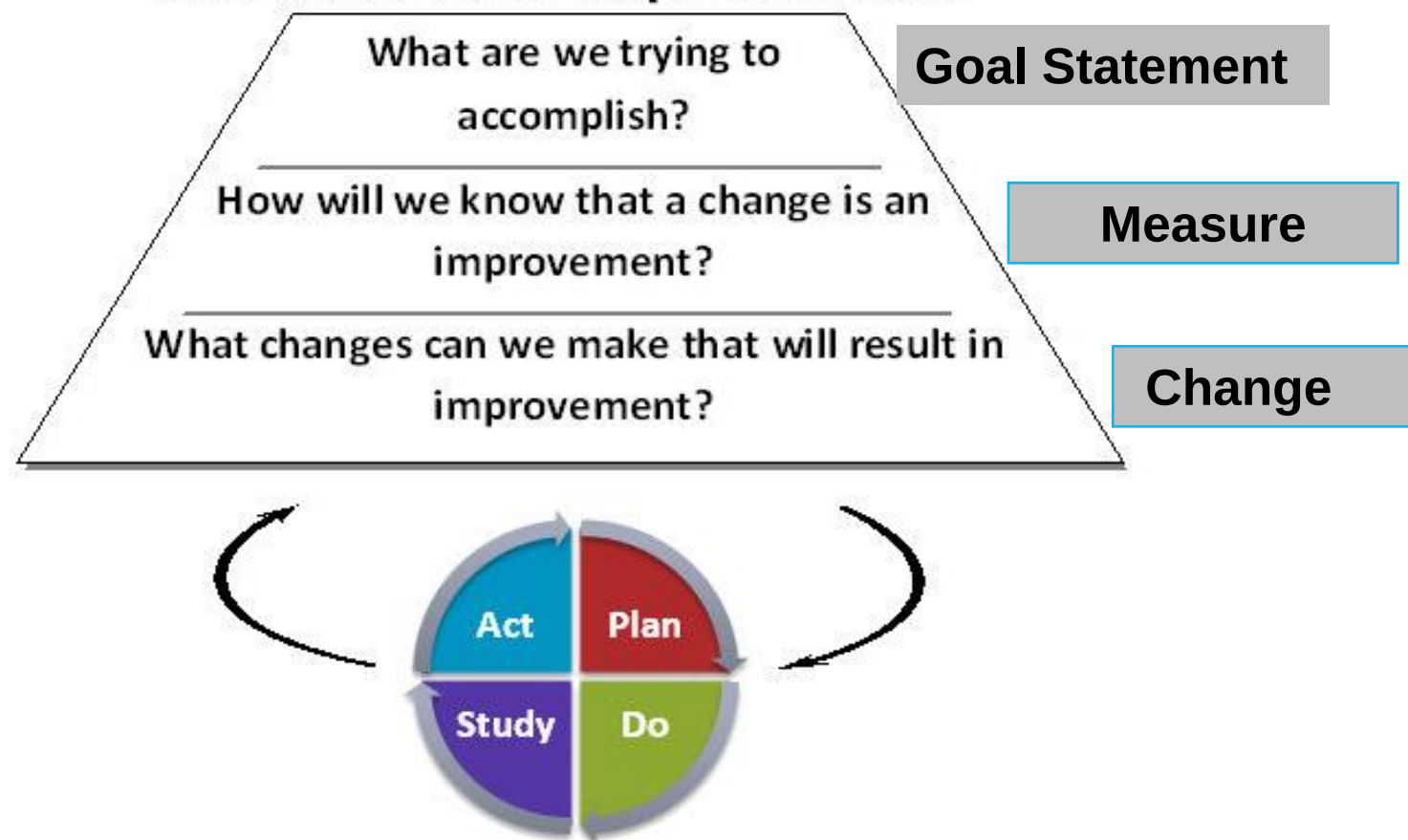


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The Model for Improvement





Setting the Stage... Developing SMART Goals



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Specific
Measurable
Attainable
Relevant
Time- bound

Developing Goals and Measures



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Your Observations and Questions

Observation

**Stage 2
consistently
developing**

**Stage 1
being
missed**

Question

**Occurring
on a specific
unit, team?**

**Is it a
specific type
of resident?**



What Would Your SMART Goal Be?

Sample Goals

To reduce in-house acquired PI by 20% on West Wing in 3 months.

To reduce number of residents with an in-house acquired PI by 6 in 3 months.

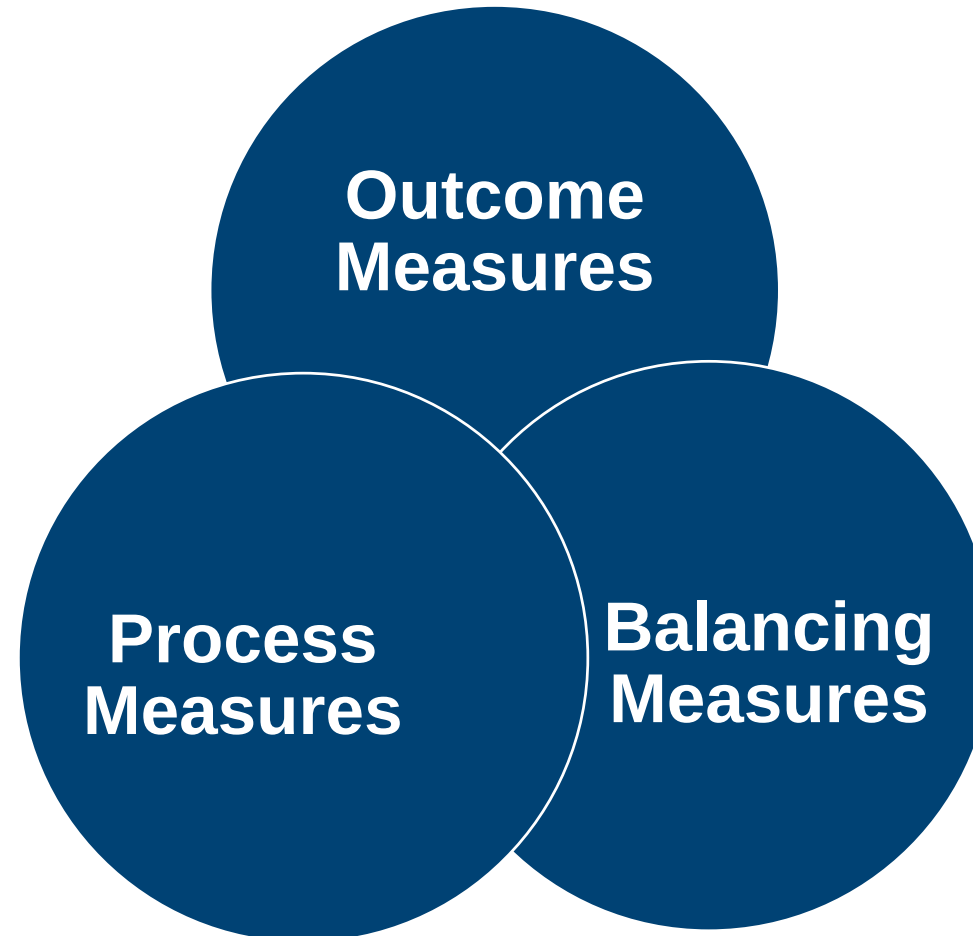
A Balanced Set of Measures Shows If You Are Improving



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Outcome Measures...

Where Are We Ultimately Trying to Go?



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1

- Outcome measures tell you whether changes you are making are actually leading to improvement

2

- These are the measures you ultimately want to move

3

- They tell you how the system is performing—what is the ultimate result?



Outcome Measures Could Look Like This...

Outcome Measure

- **Percentage of residents developing a Stage II or Stage III pressure injury.**

Outcome Measure

- **Percent of residents developing a newly acquired PI**

Process Measures...Are We Doing the Right Things to Get There?



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1

- To affect the outcome measure, you have to improve your processes

2

- Measuring the results of these process changes will tell you if they're leading to improvement

3

- Are the parts/steps in the system performing as planned?



Examples of Process Measures

Sample Process Measures

For Falls: 100% residents will have a falls risk assessment done within 24 hours of admission

Consistent use of appropriate pressure relief devices on identified high-risk residents



Process Measures Could Look Like This...

Process Measure

- Consistent use of appropriate pressure relief devices on identified high-risk residents

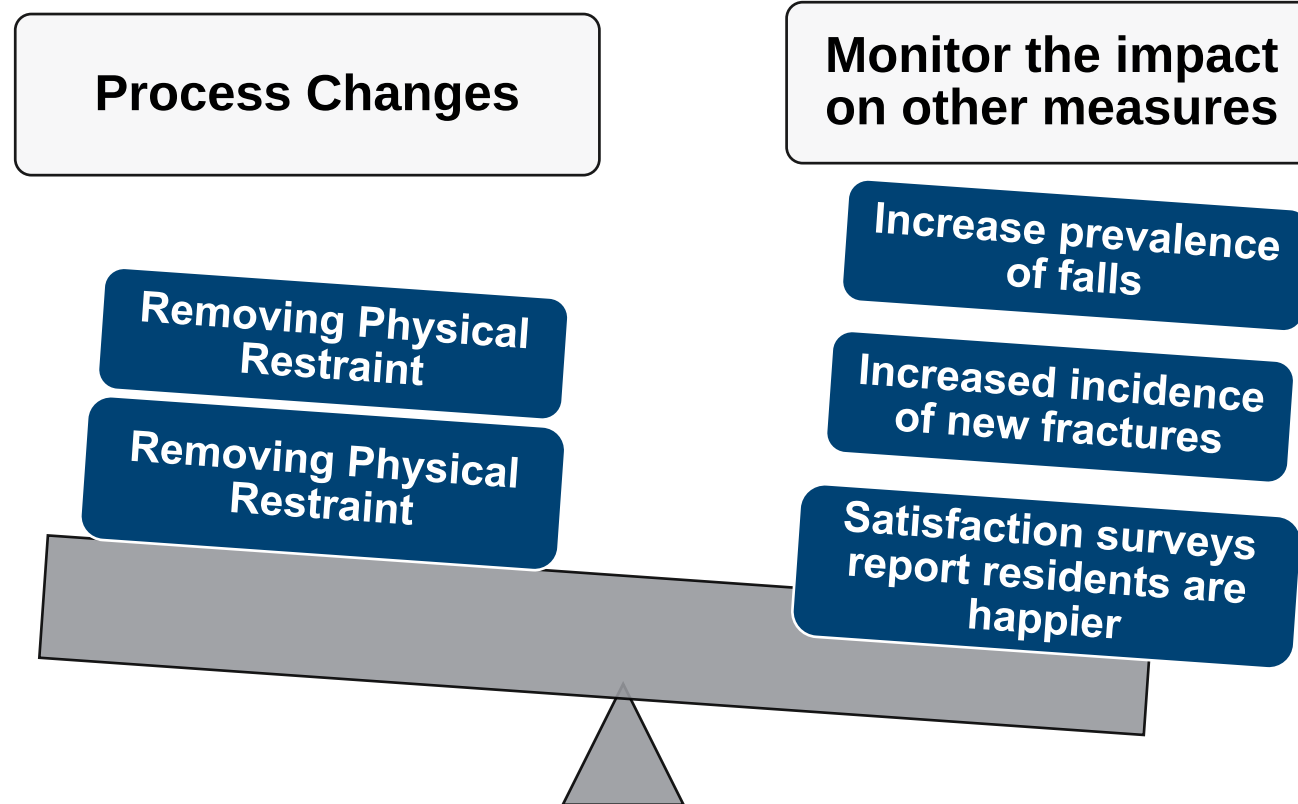
Process Measure

- Percent of newly admitted residents that have a pressure injury risk assessment within one calendar day of admission



Balancing Measures

Are the changes we are making to one part of the system causing problems in other parts of the system?



Pressure Ulcer Measures Could Look Like This...



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Outcome Measure

- **Percentage of residents developing a Stage II or Stage III pressure injury.**

Process Measure

- **Percent of newly admitted residents that have a pressure injury risk assessment within one calendar day of admission.**

Balancing Measure

- **Percent of staff who are satisfied or highly satisfied working in facility striving to reduce pressure injuries.**



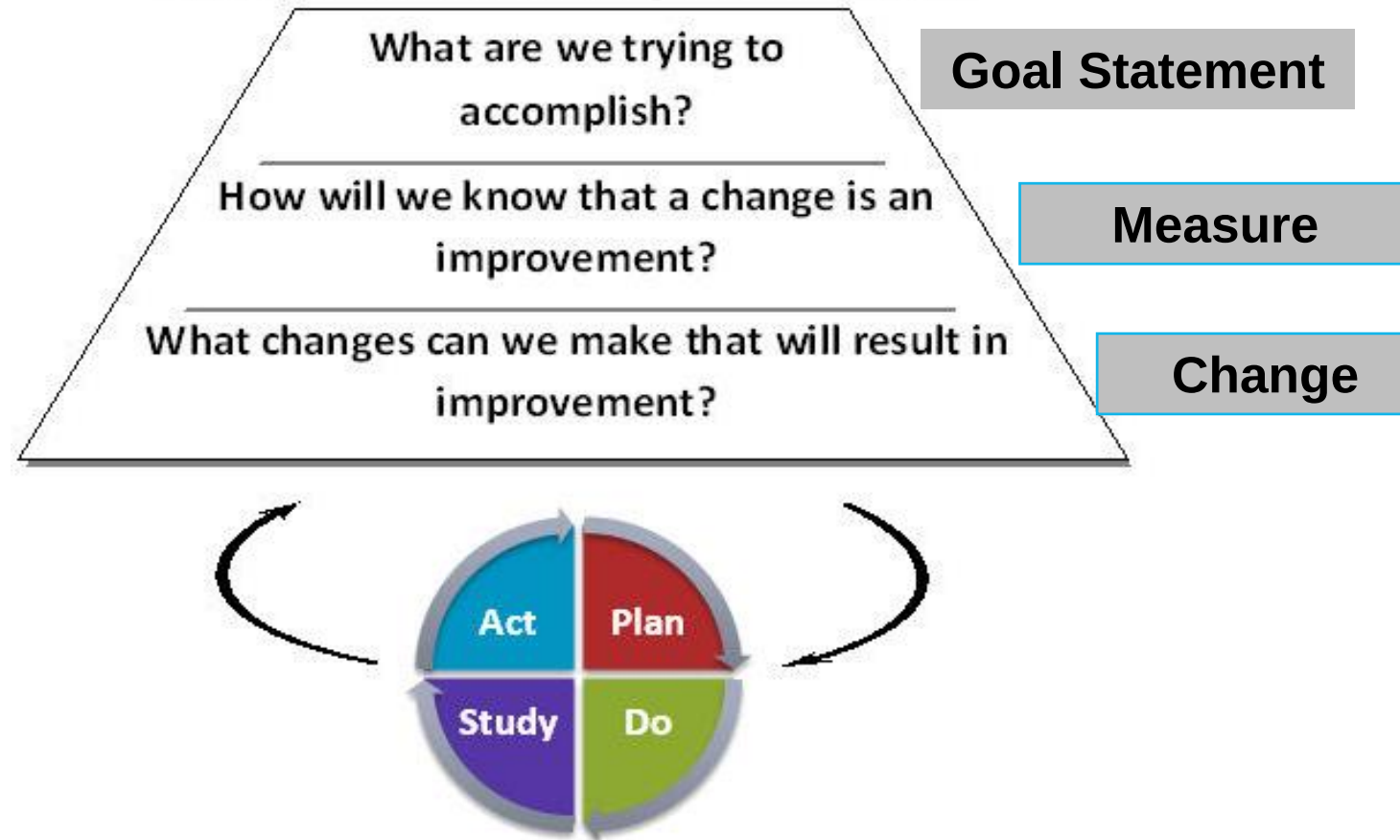
Reminders As You Begin Your Improvement Plan



- Gather information to provide focus for the project
- Seek input from staff about what might improve the process
- What are the specific issues to be investigated?
- What would be the impact on the organization?
- What resources will be required?

In Summary

The Model for Improvement



For More Information

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