


**IMPROVING QUALITY**

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ACAAA VIRTUAL CONFERENCE



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 **S.M.A.R.T. GOALS**

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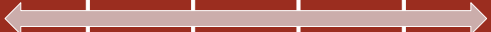

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**GOALS...MAKE THEM**

				
<b>S</b>	<b>M</b>	<b>A</b>	<b>R</b>	<b>T</b>



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## S.M.A.R.T.

SPECIFIC	MEASURABLE	ATTAINABLE	RELEVANT	TIME BOUND
Write a goal that is clearly defined	How will you know that you achieved success?  What will be your measuring tool?	Can you get it accomplished?  And what will it take?	Is it realistic? How well does it align with your ultimate goal?	It must be time-limited.

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## EXAMPLES OF NOT-SO S.M.A.R.T. GOALS

Lose weight

Get a degree

Start my own business

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## EXAMPLES OF S.M.A.R.T. GOALS



To manage my blood sugar better, I will lose 10 lbs. by Jan 15, 2021 by exercising 30 minutes, 5 days/week



I will apply to UALR by Dec 15, 2021 to take two 3-credit hour classes for Spring 2021 enrollment



By Dec 10, 2020, I will develop my website to launch my virtual business for leadership coaching

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WRITE YOUR S.M.A.R.T. GOAL

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## PDSA CYCLE

Testing Your Theory

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### MODEL FOR IMPROVEMENT

AIM	What are you trying to do?
MEASURES	How will you know that the change is an improvement?
IDEAS, THEORIES	What change can you make that will result in an improvement?



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### AIM STATEMENT

What?	
For whom?	
By when?	
How much?	
<b>Full Statement:</b>	



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### EXAMPLES OF AIM STATEMENTS

- AIMS** Reduce my blood sugar level by 10% within the next six months.
- 
- Reduce waiting time to see a physician to less than 15 minutes within 9 months.
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- Improve customer satisfaction by 40% by the end of the 3rd QTR of the FY.



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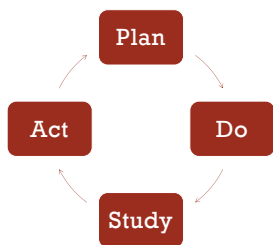
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### PDSA



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### PDSA CYCLE

<b>PLAN</b>	<ul style="list-style-type: none"><li>• What change will you make?</li><li>• What do you expect will happen and why?</li><li>• Who will it involve?</li><li>• How long will the change take to implement?</li><li>• What data will be collected?</li></ul>
DO	
STUDY	
ACT	

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### PDSA CYCLE

PLAN	
<b>DO</b>	<ul style="list-style-type: none"><li>• Implement the change on a small scale.</li><li>• Document problems and unexpected events.</li><li>• Begin data analysis.</li></ul>
STUDY	
ACT	

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### PDSA CYCLE

PLAN	
DO	
<b>STUDY</b>	<ul style="list-style-type: none"><li>• Complete the data analysis.</li><li>• Compare the data to your predictions.</li><li>• Summarize and reflect on what was learned.</li><li>• Look for surprises, successes, unintended consequences, failures.</li></ul>
ACT	

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### PDSA CYCLE

PLAN	
DO	
STUDY	
ACT	<p>Are the results what you expected and what will you do for the next cycle based on what you learned?</p> <p><i>Adopt</i> – Expand the changes  <i>Adjust</i> – modify the test and repeat the PDCA cycle  <i>Abandon</i> – change your approach and repeat PDCA cycle</p>

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### PDSA CYCLE

PLAN	
DO	
STUDY	
ACT	

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### RESOURCES/REFERENCES

- Langley GJ, Nolan KM, Nolan TW, et al. The improvement guide: a practical approach to enhancing organizational performance. San Francisco: Jossey-Bass; 1996
- Institute for Healthcare Improvement (IHI)

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