

HOW TO CHOOSE MEANINGFUL TOPICS FOR PROCESS IMPROVEMENT

LEVEL 1
TOOLS

Launching



Read your department's most recent Employee Engagement Survey

Lower scores likely indicate areas that need improvement

Examples: Better communication, Even distribution of workload

POLL CAREGIVERS IN YOUR DEPARTMENT

Create and send out an informal survey asking others in your department to rank the importance of different topics. Also directly ask them what areas they believe need to be improved. Then go beyond the surface topic. Ask that they write *specifically* what they see as the challenges with the topic or problem. For example, the answer should be more specific than just “issues between shifts.”

Example: Caregivers are requesting more knowledge (say in the Vascular Lab)

Rather than just focus high level on knowledge, you can select more specific topics for improvement in areas like ...



Training

Classroom training, hands on training, videos



Lectures

Luncheon lectures



Observation

Watching surgeries - Cath Lab

Choose a project that already aligns with management goals for the department

Check in with supervisor in the department or your UBT co-sponsors

HOW TO CHOOSE MEANINGFUL TOPICS FOR PROCESS IMPROVEMENT

LEVEL 1
TOOLS

Launching



A Good UBT Project is:



MEANINGFUL

(to your coworkers, patients and the organization)



MEASURABLE

(so that you can understand how you're doing and whether you are making an improvement)



ACTIONABLE

(it's in your power to do something about it)

WHEN THINKING ABOUT POTENTIAL PROJECTS, ASK YOUR TEAM:

- What are the biggest time wasters?
- What are the things that make it hardest for us to do a good job?
- What are the work processes that cause the most conflict between us, or between us and other departments?
- What could other departments do differently to make our job easier?
- What could we do differently to make other departments' jobs easier?
- What are the metrics that our department is most focused on improving right now?