

Top 5 Board



Department
Action
Plans
How we
achieve our
values →

2017 CAMC Health System Strategic Plan				
Mission: Striving to provide the best health care to every patient, every day.				
<p>Best Place to Receive Patient-Centered Care</p> <p>1. Increase patient satisfaction scores across all patient journeys.</p> <p>2. Increase patient safety scores across all patient journeys.</p> <p>3. Increase patient engagement scores across all patient journeys.</p> <p>4. Increase patient convenience scores across all patient journeys.</p> <p>5. Increase patient affordability scores across all patient journeys.</p>	<p>Best Place to Work</p> <p>1. Increase employee satisfaction scores across all employee journeys.</p> <p>2. Increase employee safety scores across all employee journeys.</p> <p>3. Increase employee engagement scores across all employee journeys.</p> <p>4. Increase employee convenience scores across all employee journeys.</p> <p>5. Increase employee affordability scores across all employee journeys.</p>	<p>Best Place to Practice Medicine</p> <p>1. Increase physician satisfaction scores across all physician journeys.</p> <p>2. Increase physician safety scores across all physician journeys.</p> <p>3. Increase physician engagement scores across all physician journeys.</p> <p>4. Increase physician convenience scores across all physician journeys.</p> <p>5. Increase physician affordability scores across all physician journeys.</p>	<p>Best Place to Learn</p> <p>1. Increase student satisfaction scores across all student journeys.</p> <p>2. Increase student safety scores across all student journeys.</p> <p>3. Increase student engagement scores across all student journeys.</p> <p>4. Increase student convenience scores across all student journeys.</p> <p>5. Increase student affordability scores across all student journeys.</p>	<p>Best Place to Live</p> <p>1. Increase community satisfaction scores across all community journeys.</p> <p>2. Increase community safety scores across all community journeys.</p> <p>3. Increase community engagement scores across all community journeys.</p> <p>4. Increase community convenience scores across all community journeys.</p> <p>5. Increase community affordability scores across all community journeys.</p>
SEE DEPARTMENT ACTION PLANS				
Care Values: Quality, Service with compassion, Respect, Integrity, Stewardship, Safety				

Patient Experience

Clinical Quality

Key Processes

Stewardship

Safe Environment

Define

Define	Topic
Problem Statement	
Goal Statement	
Significance	<ul style="list-style-type: none"> Strategic priority: IP #1 Initiative Aligns with values Improves patient-centered care Reduces risk Increases efficiency Improves quality Increases patient safety Increases patient engagement Increases patient convenience Increases patient affordability
Team members	

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Develop process measures	How do you measure the problem?
Collect process data	When and where does the data come from?
Check the data quality	Does the data represent what you think it does?
Understand process behavior	How does the process currently behave?
Realize process capability and potential	What is the current performance of the process with respect to the current Tagge & Breckenbush?

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Analyze the process	Develop theories and ideas (potential root causes)
Analyze the data (links and benchmarks)	Verify root causes and understand cause and effect

- AS
- 7M
- 5WHY
- PROBLEM MAPPING
- TRUTH-TO-LEAD AND TECHNIQUES FOR ANALYSIS
- TRUTH
- CONTRADICTIONS
- CONTRADICTION RESOLUTION
- 5P/6C

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Improve

Number	Item	Start	End	Priority	Owner	Status
1	⊕					
2	⊕					
3	⊕					
4	⊕					
5	⊕					

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Top 5 Board Assessment

		Level 1		Level 2		Level 3		Level 4		Level 5	
Criteria	Knowledge Management Documentation: Write in Topic Heading for each Category	Define: problem and goal statement are S.M.A.R.T.. (specific measurable, achievable, relevant, time bound. All components of template completed.		Measure: measures defined problem (Y) over time, monthly or at least quarterly, & displays most recent date.		Analyze: potential root causes (X's) identified using 5 w hy's or other appropriate A3 tools: root causes are monitored on an ongoing basis; analysis is updated if new root causes are identified.		Improve: the action item list is used to document defects. The solutions address the vital few root causes.		Control: projects w ith sustained positive outcomes/results removed from the board and readily available in one location for staff or management review . Control plans for completed projects maintained and audited as appropriate.	
	Topics	Patient Experience Topic:	1) Problem statement includes metrics associated w ith a date range.	<input type="checkbox"/> YES <input type="checkbox"/> NO	Control Chart ____ Line Graph ____ Bar Chart ____ Table ____ Other ____	<input type="checkbox"/> YES <input type="checkbox"/> NO	Root Cause ID? Tools used: _____ If A3, Date _____ Monitoring of root causes displayed daily/weekly? (If applicable)?	<input type="checkbox"/> YES <input type="checkbox"/> NO	Defects w ith details? If using tracking tool, defects listed w ith f/u action correlate to date on tracking tool?	<input type="checkbox"/> YES <input type="checkbox"/> NO	Projects available in 1 location? Update audits if appropriate? Sustained outcomes?
Quality Topic:		1) Problem statement includes metrics associated w ith a date range.	<input type="checkbox"/> YES <input type="checkbox"/> NO	Control Chart ____ Line Graph ____ Bar Chart ____ Table ____ Other ____	<input type="checkbox"/> YES <input type="checkbox"/> NO	Root Cause ID? Tools used: _____ If A3, Date _____ Monitoring of root causes displayed daily/weekly? (If applicable)?	<input type="checkbox"/> YES <input type="checkbox"/> NO	Defects w ith details? If using tracking tool, defects listed w ith f/u action correlate to date on tracking tool?	<input type="checkbox"/> YES <input type="checkbox"/> NO	Projects available in 1 location? Update audits if appropriate? Sustained outcomes?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Key Processes Topic:		1) Problem statement includes metrics associated w ith a date range.	<input type="checkbox"/> YES <input type="checkbox"/> NO	Control Chart ____ Line Graph ____ Bar Chart ____ Table ____ Other ____	<input type="checkbox"/> YES <input type="checkbox"/> NO	Root Cause ID? Tools used: _____ If A3, Date _____ Monitoring of root causes displayed daily/weekly? (If applicable)?	<input type="checkbox"/> YES <input type="checkbox"/> NO	Defects w ith details? If using tracking tool, defects listed w ith f/u action correlate to date on tracking tool?	<input type="checkbox"/> YES <input type="checkbox"/> NO	Projects available in 1 location? Update audits if appropriate? Sustained outcomes?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Stewardship Topic:		1) Problem statement includes metrics associated w ith a date range.	<input type="checkbox"/> YES <input type="checkbox"/> NO	Control Chart ____ Line Graph ____ Bar Chart ____ Table ____ Other ____	<input type="checkbox"/> YES <input type="checkbox"/> NO	Root Cause ID? Tools used: _____ If A3, Date _____ Monitoring of root causes displayed daily/weekly? (If applicable)?	<input type="checkbox"/> YES <input type="checkbox"/> NO	Defects w ith details? If using tracking tool, defects listed w ith f/u action correlate to date on tracking tool?	<input type="checkbox"/> YES <input type="checkbox"/> NO	Projects available in 1 location? Update audits if appropriate? Sustained outcomes?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Safe Environment Topic:		1) Problem statement includes metrics associated w ith a date range.	<input type="checkbox"/> YES <input type="checkbox"/> NO	Control Chart ____ Line Graph ____ Bar Chart ____ Table ____ Other ____	<input type="checkbox"/> YES <input type="checkbox"/> NO	Root Cause ID? Tools used: _____ If A3, Date _____ Monitoring of root causes displayed daily/weekly? (If applicable)?	<input type="checkbox"/> YES <input type="checkbox"/> NO	Defects w ith details? If using tracking tool, defects listed w ith f/u action correlate to date on tracking tool?	<input type="checkbox"/> YES <input type="checkbox"/> NO	Projects available in 1 location? Update audits if appropriate? Sustained outcomes?	<input type="checkbox"/> YES <input type="checkbox"/> NO