## MIECHV Gateway

# **CQI Project plan**

[**STAGE 1: PLAN**](https://miechvgateway.com/process-overview/plan/) **●** [**STAGE 2: DO**](https://miechvgateway.com/process-overview/do/) **●** [**STAGE 3: STUDY**](https://miechvgateway.com/process-overview/study/) **●** [**STAGE 4: ACT**](https://miechvgateway.com/process-overview/act/)

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| Project Title: Project Start Date: Project End (or expected end) Date (mm/dd/yy): County:  | Reporter’s Agency: Reporter’s Name: Reporter’s Title: Reporter’s Phone:  |

STAGE 1: PLAN

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| ***Define, explore, and structure a quality improvement project.****HELPFUL TOOLS: 3 Keys to CQI Success, 7 Basic Tools of Quality Management, Affinity Diagram, Aims Tool, Benchmarking, Critical to Quality, Data Collection, Driver Diagram, Kano Analysis, Plan-Do-Study Act, Process Capability, Process Mapping, Program Assessment, Program Evaluation, Red/Green Charts, Sampling, Six Sigma Project Evaluator, Spaghetti Diagram, Value Stream Mapping, Voice of Process/Voice of Customer (*[*MIECHV Gateway Site*](https://miechvgateway.com/education-training/training/)*)* |
| 1. What problem are you trying to fix (PROBLEM STATEMENT)?
2. What is the root cause of the problem?
3. What evidence (current data) supports your problem?
4. What change do you want to see in the process or problem to correct (GLOBAL AIM STATEMENT)?
5. What are you trying to achieve (SPECIFIC AIM)?
6. Define a timeline for the following project stages: Plan: Do: Study: Act:

Select the affected population(s) (check all that apply: **[ ]** Client/Consumers **[ ]** Employee/Agency **[ ]** General Public**[ ]** Other: 1. Select the areas where this project aims to impact the goals and strategic priorities of the MIECHV program and agency:

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| **Impact Area** | **MIECHV Program** |  |
| Access to Care | **[ ]**  | **[ ]**  |
| Care Coordination | **[ ]**  | **[ ]**  |
| Communication & Education | **[ ]**  | **[ ]**  |
| Compliance | **[ ]**  | **[ ]**  |
| Customer Service/Satisfaction | **[ ]**  | **[ ]**  |
| Employee Communication & Collaboration | **[ ]**  | **[ ]**  |
| Employee Engagement/Satisfaction | **[ ]**  | **[ ]**  |
| Employee Productivity | **[ ]**  | **[ ]**  |
| External Stakeholders/Agency Engagement and/or Collaboration | **[ ]**  | **[ ]**  |
| Facilities | **[ ]**  | **[ ]**  |
| Financial | **[ ]**  | **[ ]**  |
| Health Outcomes/Behaviors | **[ ]**  | **[ ]**  |
| Information Technology | **[ ]**  | **[ ]**  |
| Public Perception | **[ ]**  | **[ ]**  |
| Use of Resources | **[ ]**  | **[ ]**  |
| Other:  | **[ ]**  | **[ ]**  |
| Other:  | **[ ]**  | **[ ]**  |
| Other:  | **[ ]**  | **[ ]**  |

1. Do you have the resources to fix the issue?  **[ ]** Yes **[ ]** No
2. What resources (new & existing) will you require and how will you acquire them?
3. Does the project aim align with MIECHV goals?  **[ ]** Yes **[ ]** No
4. Does the project aim align with your agency’s strategic goals?  **[ ]** Yes **[ ]** No
5. List the members of the CQI project team:

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| **Name** | **Role** |
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1. Incorporating the information gathered throughout the planning process, describe the action plan:
2. Begin constructing a [CQI Storyboard](https://miechvgateway.com/process-overview/act/). Date started:
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| **STAGE 2: DO** |
| ***Develop and structure the new change/process to all areas for improvement.****HELPFUL TOOLS: 5S, 7 Basic Tools of Quality Management, Benchmarking, Change Implementation, Communication 101, Data Collection, Heijunka, Kano Analysis, Pilot Testing, Plan-Do-Study-Act, Process Mapping, Program Assessment, Program Evaluation, Red/Green Charts, Sampling, Takt Time, Value Stream Mapping, Voice of Process/Voice of Customer (*[*MIECHV Gateway Site*](https://miechvgateway.com/education-training/training/)*)* |
| 1. Who will implement the change?
2. How and to whom do you plan to implement the change and how will this be communicated?
3. Will you conduct a pilot study prior to full-scale implementation? **[ ]** Yes **[ ]** No
4. How will you track and measure change (describe data measurement systems)?
5. How will you spread and maintain the new process/change?
6. Incorporating the information gathered throughout the implementation process, describe the implementation plan:
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**STAGE 3: STUDY**

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| ***Develop and define the plan for evaluating the quality improvement project.****HELPFUL TOOLS: 7 Basic Tools of Quality Management, Benchmarking, Data Collection, Leading & Lagging Indicators, Measurement System Analysis, Measurement Tools, Plan-Do-Study-Act, Process Capability, Process Mapping, Program Evaluation, Sampling, Takt Time, Value Stream Mapping (*[*MIECHV Gateway Site*](https://miechvgateway.com/education-training/training/)*)* |
| 1. How will you monitor progress and how often?
2. Define how you will check and verify accuracy of the results:
3. Who will be responsible for maintaining the change?
4. How often will you review the process for needed improvements?
5. How will you address any new areas for improvement?
6. Incorporating the information gathered throughout the evaluation process, describe the evaluation plan:
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STAGE 4: ACT

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| ***Finalize the documentation of the quality improvement project and plan for future projects.****HELPFUL TOOLS: Communication 101, Culture of Quality, Plan-Do-Study-Act, (*[*MIECHV Gateway Site*](https://miechvgateway.com/education-training/training/)*)* |

1. Share the status and results of the project with team members/leadership/stakeholders. Date completed (mm/dd/yy):
2. Discuss the future of this project/change (i.e. future projects, varying approaches, etc.).
3. Update the organizational process map to reflect the change(s). Date completed (mm/dd/yy):  **[ ]** Not Applicable
4. Update organizational policies and procedures to reflect the change(s). Date completed (mm/dd/yy):  **[ ]** Not Applicable
5. Finalize the [CQI Storyboard](https://miechvgateway.com/process-overview/act/) and submit in the MIECHV Gateway ([LINK](https://miechvgateway.com/process-overview/act/)). Date submitted (mm/dd/yy):
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**Notes:**