



Action Planning and S.M.A.R.T. Goal Development





Before You Start Planning...

AIM Statement

- SMART Goal of what needs to be accomplished in a specific period of time

Target population

- Office Staff Professionals
- Processes within the office
- Patients (any type of chronic condition or quality measure that needs improvement)

Creating your team

Identify direct and indirect stakeholders

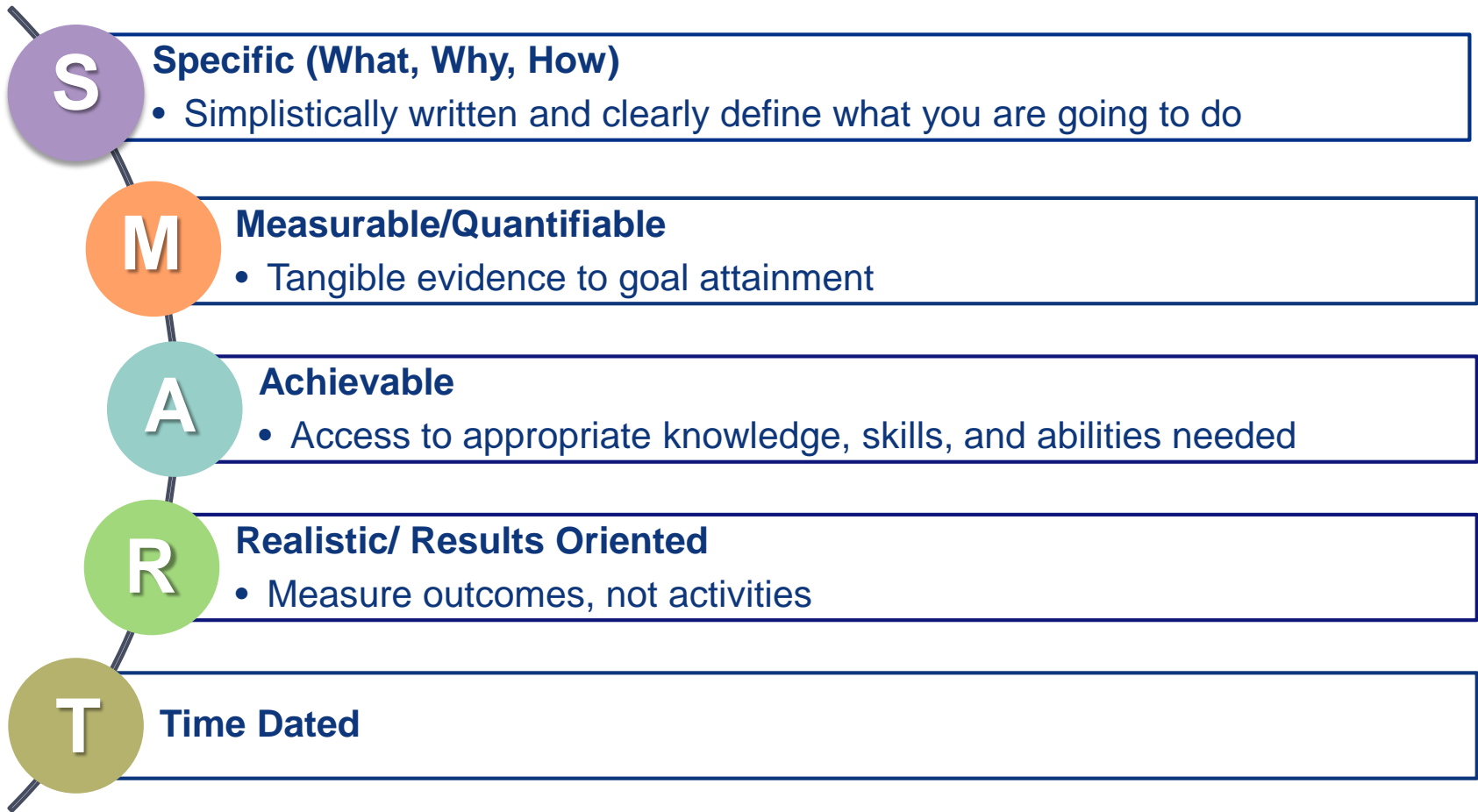
- Decision makers
- Early adopters
- Subject matter experts

Statement of Innovation



- ▶ Develop 2 SMART goals
 - Can realistically be implemented in the next 6 months

Elements of S.M.A.R.T. Goals



S.M.A.R.T. Example #1

Develop a training plan to improve staff knowledge and understanding of key health outcomes, as evidenced by staff verbally describing Health Outcome Survey (HOS) questions and related measures by the end of September 2019.

S	M	A	R	T
<ul style="list-style-type: none">• What: Develop a training plan• Why: Improve staff knowledge• How: Training, coaching, and workshops	<ul style="list-style-type: none">• Staff are able to verbally describe the HOS questions and related survey measures	<ul style="list-style-type: none">• Every two week training sessions / workshops until all staff demonstrate competency	<ul style="list-style-type: none">• Based on staff availability, hold training session/ workshops every 2 weeks• Will complete training by 9/2019	<ul style="list-style-type: none">• Staff will be trained by September 2019

S.M.A.R.T. Example #2

All educators at the IPA groups will be trained and able to deliver the New Patient Onboarding course, by September 2019.

S

- **What:** IPA educators will be trained
- **Why:** To ensure patients get onboarded successfully in all IPA groups
- **How:** Instructor led training, coaching and demonstration

M

- Educators can demonstrate delivery of course

A

- Educators training the IPA groups have the skill set to perform this task

R

- All educator positions are fully staffed and ready for training implementation

T

- By September 2019

Implementation

Commitment from Leadership

Identify stakeholders

Resources

Personnel, time, financial, supplies

Barriers

Staff availability, patient scheduling, time

Data Accessibility

Overcoming Barriers

Utilize technology, plan ahead, ensure follow through

How do we measure success?





Assessment and Measurement

How do you measure success?

Training attendance

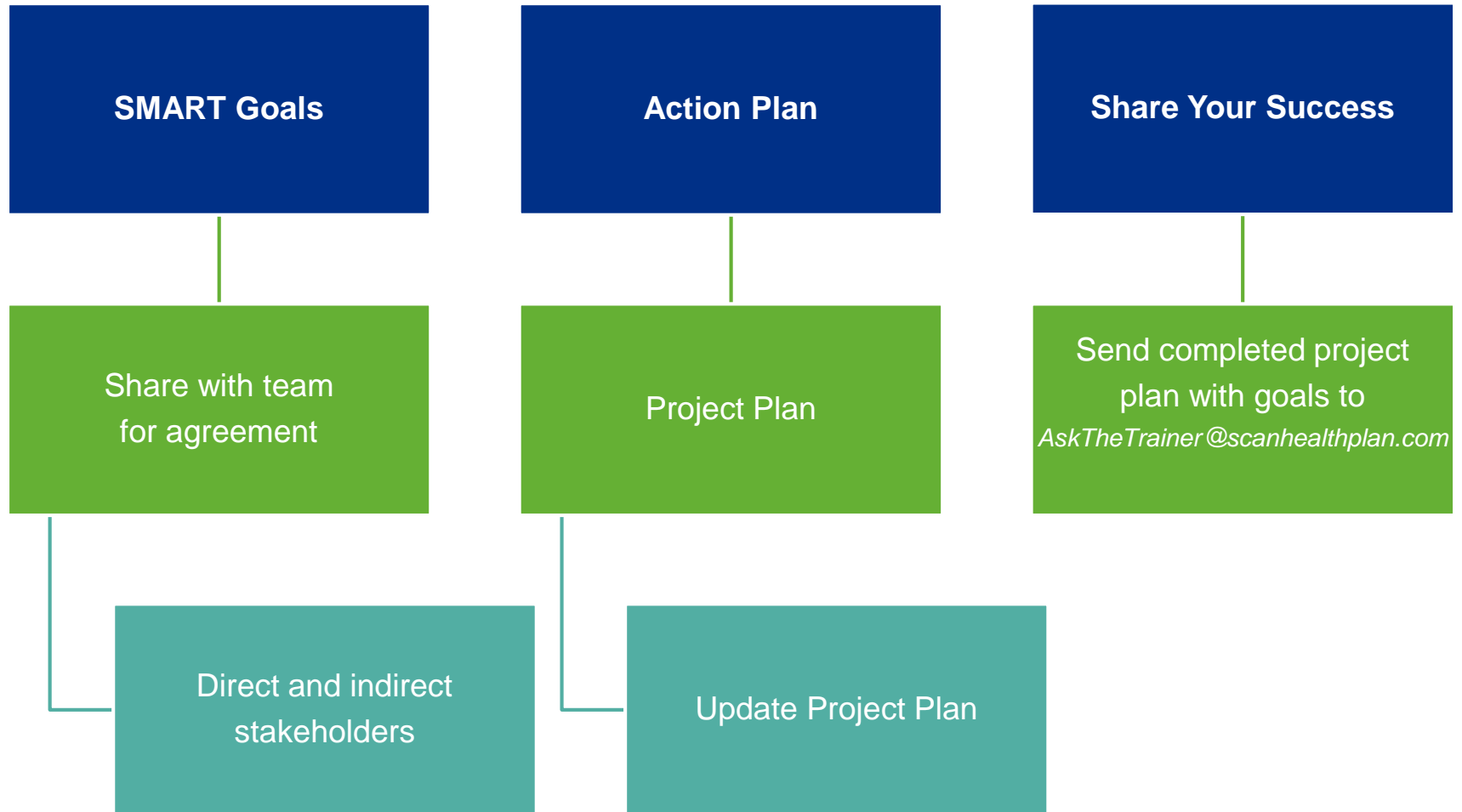
Demonstrated process changes

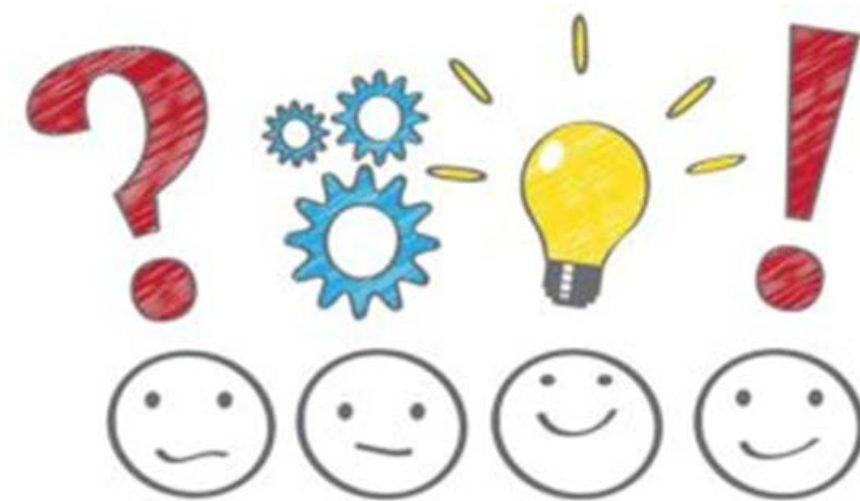
Use of tools, checklist, etc.

S.M.A.R.T Goal Exercise



Post Conference





THOUGHTS?