



## Find a Problem to Improve

### STEP 1.1 Identify potential problems

#### *Clinical Sources*

Look at your institution-level performance on clinical registry measures. List the measures with the lowest percent for performance rate.

- 1.
- 2.
- 3.
- 4.
- 5.

For instance, clinical outcomes measures often need the most improvement. Consider focusing on the following key clinical outcome measures if they appear on your list above.

- Blood Pressure Control
- Lipid Control
- Left Ventricular Ejection Fraction Assessment

#### *Non-clinical sources*

A similar process can be followed using other data sources:

- Staff and customer surveys
- Employee suggestions
- Recommendations from meeting minutes
- Other reports and tracking systems

Narrow your list further by considering the following:

- For which measure would improvement impact the most patients in your practice?
- Look at individual performance data. Which measures have the most variation for one physician and between physicians?
- How does each measure affect practice workflow and operations?
- How would improvement of a measure impact the use of staff time and the practice budget?

List the top 3 measures for potential improvement based on all of the above and provide your rationale for targeting each measure.

- 1.

Rationale:

- 2.

Rationale:

- 3.

Rationale:

It is helpful to have data to support the need for improvement of your chosen measure and to demonstrate the effectiveness of a QI intervention. Consider ways to collect data on your chosen measure pre- and post- your QI intervention.

**STEP 1.2 Identify primary stakeholders**

Anticipate the reaction and influence of people on your improvement project and get buy-in early. List the primary stakeholders in your practice -- if possible, use a stakeholder analysis matrix for this step.

- 1.
- 2.
- 3.
- 4.
- 5.

**STEP 1.3 Select a specific problem to improve**

Of the top 3 measures that you identified above, select one to be the focus of your improvement effort.

Which measure did you select?

Why did you select this measure?

How did you select this measure?

**STEP 1.4 Draft a problem statement**

*Sample problem statements:*

*Our performance rate for left ventricular ejection fraction assessment (HF1) is lower than the 2010 benchmark.*

*Our blood pressure control performance rate for patients with hypertension (HTN1) has been decreasing for the past 4 months.*

Draft a clear problem statement: