



# P Plan the improvement process

- What is your action plan? Project time line? Strategy for improvement?
- What results do you anticipate to be achieved?
- How will you measure your improvement?
- What are your intervention actions?

# D Do the new process and collect data



- What are the results of your change?
- A display of your data may enhance understanding the results of your process change.
- What are your monitoring results?

# S Study the results of the new process



- What solutions were tried?
- What were the team's findings? Lessons learned? Barriers encountered?
- Successes realized?

# A Act to hold gains and improve further

- What is your on-going quality improvement plan?
- Did you adopt, adapt, or abandon the process change?
- If the change was adopted, how did you standardize the change?

## When to Use

Use your storyboard as a communication tool to share your quality improvement story:

- Internally:
  - At team, leadership and board meetings; at quality assurance and improvement meetings.
  - For state, Medicare or JCAHO surveys; for formal presentations.
  - As a static display within your facility or agency.
- Externally
  - As a public relations tool at conferences and trade association meetings.
  - To educate families and visitors.

## Tips For Your Storyboard

- Prominently display the name of your organization.
- Black on white with colored headers, graphics, graphs and charts is preferred for visibility.
- Font should be as large as possible with limited narrative.
- Design for ease of comprehension and readability.
- Include only critical information.
- Keep it simple.
- Make it —alive, colorful and fun!

## Need More Help?

- Medicare Quality Improvement Community: <http://www.medqic.org/>
- Institute for Healthcare Improvement: <http://www.ihf.org/ihf>
- Call your KFMC Project Team at: 1-800-432-0770.
- To download the Plan of Action (POA) and Quality Improvement (QI) worksheet series, [click here](#).