



Service, Excellence, Compassion

**SOUTHEASTERN CENTER**  
FOR MENTAL HEALTH, DEVELOPMENTAL DISABILITIES & SUBSTANCE ABUSE SERVICES

**PERFORMANCE IMPROVEMENT TEMPLATE**

<b>QI Project Name:</b>	<b>Implantation Date:</b>	<b>Team Members:</b>	<input type="checkbox"/> <b>Clinical</b> <input type="checkbox"/> <b>Non-Clinical</b> <input type="checkbox"/> <b>Safety</b>
<b>Identify an opportunity for improvement/define a problem:</b>	<b>Identify Potential Solutions— What strategies will be employed?</b>	<b>Study the Results [what is proof intervention is working—or not? Include data and QI tools]</b>	<b>Standardize/Sustain the Improvement [how will you keep it? Policies/procedures, action plan, etc]</b>
<b>Why these team members?</b>			<b>Establish Future Plans</b>
<b>Aim Statement (what is the intended goal):</b>			
<b>Examine the current approach (attach tools: flowchart, data charts)</b>			<b>Lessons Learned</b>
<b>What is root cause or why this is an issue? What is the performance gap? Priority?</b>			



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<b>POTENTIAL TOOLS AND TECHNIQUES TO USE IN EACH STEP</b>			
<b>PLAN</b>	<b>DO</b>	<b>STUDY</b>	<b>ACT</b>
Process Map	Solution matrix	Control Charts	Action Plan
Voice of the Customer Matrix	Decision Matrix	Pareto Charts	Sustainability Plan
Cost of Poor Quality	Force Field Analysis	Histogram	Delta
FMEA	If-Then Analysis	Surveys	Policy
Fishbone Diagram	Scatter Diagram	Run Charts	Procedure
Pareto Chart	Check Sheet	FMEA	Communication Plan
Histogram	Brainstorming	Performance Measures	Logic Model
Control Charts	Pick Chart		Transition Planning Matrix
Affinity Diagram	Arrow Diagram		
Data Checklist	Pugh Matrix		
Bone Diagram			
Operational Definitions			
Five Whys			
Stakeholder Analysis			
Surveys			
Run Charts			
SIPOC			
Critical to Quality			
Kano Analysis			
Data Collection From			
Performance Measures			
Arrow Diagram			