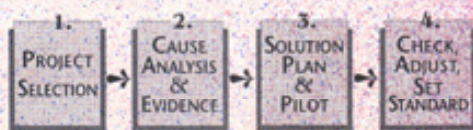


Facilitation and Implementation

GIVE YOUR TEAM A JUMP START



1. IDENTIFY AND CLARIFY THE IMPROVEMENT PROJECT OR PROCESS TO BE IMPROVED.
2. SEEK ROOT CAUSE AND VERIFY WITH DATA
3. ACTION PLAN AND PILOT IMPROVEMENT
4. CHECK, ADJUST, STANDARDIZE, IMPLEMENT

GET OFF TO A GOOD START BY SPENDING A DAY WITH YOUR TEAM AND YOUR FACILITATOR BEING GUIDED THROUGH THE MOST CHALLENGING PART OF THE CQI PROCESS... THE BEGINNING.

JUMP STARTING YOUR TEAM

OBJECTIVES

A majority of teams that go off the track do so in the first phase of the CQI or scientific process. Sometimes a "world hunger" problem is selected, other times the team may be assuming a root cause or a solution... before they even begin the process. This session is designed to help teams successfully complete the project selection phase. Specifically:

- Identify a problem, process, or opportunity to study and improve;
- Clarify and define the core issue, agree that it is worthwhile for the team to work on;
- Identify possible root causes to validate and create a list of data to collect.

PROGRAM CONTENT

There several ways to jump start teams. The following process will be used in the session:

1. Introductions and Ice breaker - get to know others and increase **comfort levels**
2. **Overview** of the process or where you are in the process: Performance Improvement Action Path or scientific method of choice
3. Set **expectations** for the session
4. Describe and clarify facilitator and participant **roles**
5. Establish **ground rules**
6. **Flowchart** - a look at the whole process
7. **Brainstorm/multivote** sub-issues
8. **Criteria Grid** - to identify one problem to solve or process to improve
9. **Issue Clarification** - define and clarify issue
10. **Project checklist, Project statement,** and initiating the **Team start-up & tracking form** - for communication
11. **Fishbone** - seeking "possible" root causes of the problem or process breakdown in order to focus your data collection efforts.
12. **Task List** - Action plan for data collection