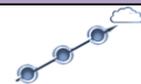


# Quality Improvement Storyboard



**Aim:** To increase staff satisfaction of cross-program communication [rank 1 (not very satisfied) to 5 (very satisfied)] by 15% by September 15th, 2016.

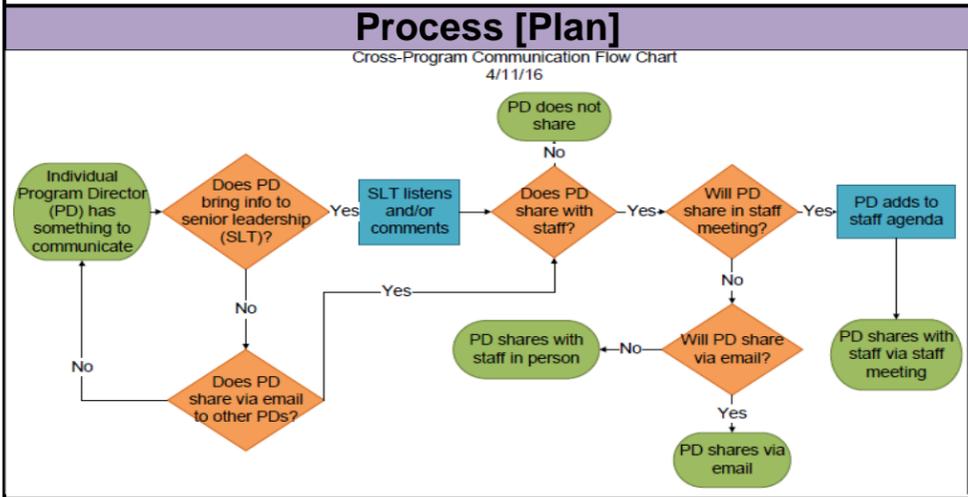


<b>Customer:</b>	Program staff	<b>Start:</b>	4/11/2016
<b>Team Leader:</b>	J.A.; D.L.	<b>QI Mentor:</b>	C.F.; A.H.

**Opportunity Alignment [Plan]**  
 This project seeks to improve communication across programs, which will also support cross-program collaboration, staff empowerment and well-being. This project will also engage stakeholders (parents and funders) and improve safety.

**Team Members**

J.A.	U.N.	D.L.	N.D.
------	------	------	------



**Do**

Implement senior leadership team meeting template	N.D.	5/10/2016 - 9/15/2016
Increase senior leadership team meeting frequency to bimonthly	N.D.	7/7/2016 - 9/15/2016
Implement meeting minute Google form	U.N.	9/6/2016 - 9/15/2016

**Root Causes [Plan]**



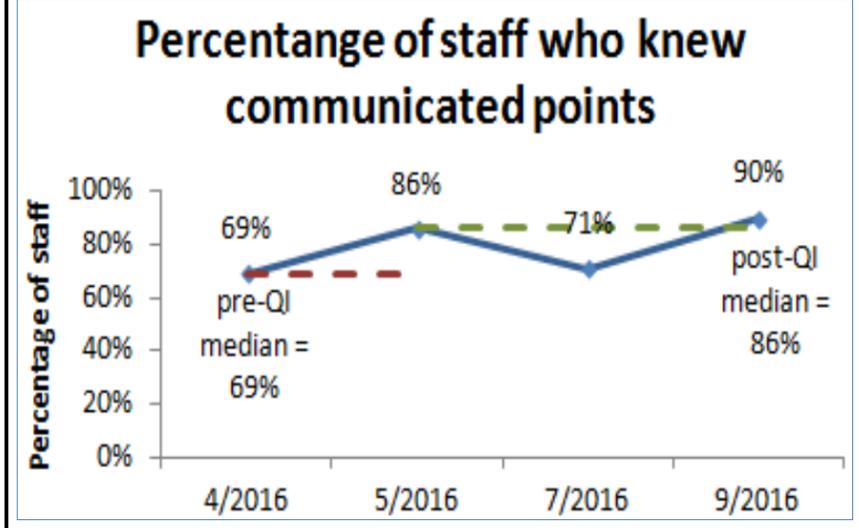
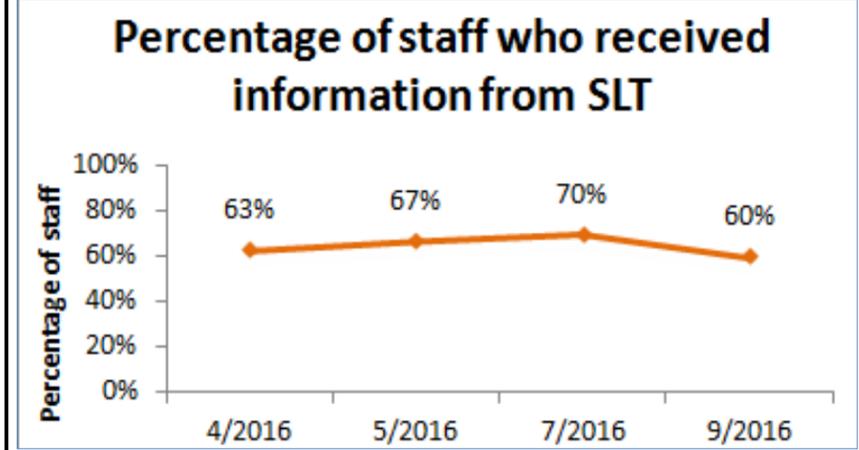
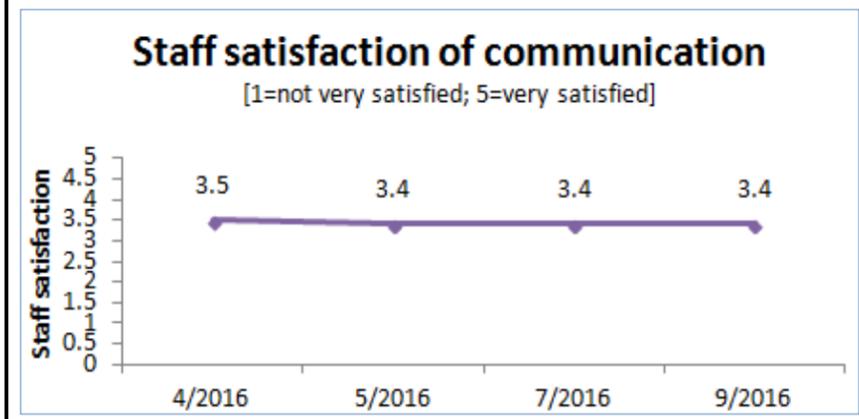
**Measure(s) [Do]**

1	Staff satisfaction of communication [rank 1 (not very sat) - 5 (very sat)]
2	Staff knowledge of communicated points [yes or no]
3	Staff source of information [0=non-SLT, 1=SLT]

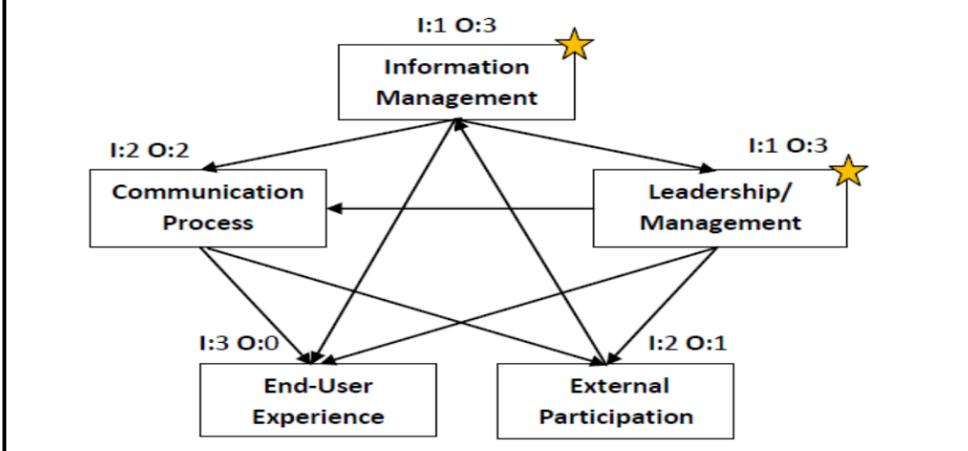
**Root Causes [Plan]**

1	Information Management	2	Leadership/Management
3	Communication Process	4	End-User Experience
5	External Participation		

**Run Chart [Study]**



**Improvement Matrix [Plan]**



**Act**

Action	Who	When
Implement meeting template	N.D.	9/15/2016

**Lessons Learned**

- 1 Balance between adding steps that create value and changes that "feel" good
- 2 The QI process is simple and can be applied to any process
- 3 QI work also requires intention, time, and dedication to keep track of the small tests