**AIM Statement Template**

*This template serves as a guide to assist in formulating the AIM, or goal, of the process improvement. It is a working document designed to evolve over several discussions while the project team works through the problem.*

**Section1: Problem Description, Boundary, and Team Composition**

* Describe the problem or opportunity to be addressed:

(*name process, issue, or area to work on*)

Among the opportunities we tend to explore in greater detail focuses on the “when” and “how” prenatal and postpartum women and infants are provided essential services. The provision of PNCC (Prenatal Care Coordination) services has been occurring in Clark County for many years, and, at issue, it is believed that current policy and procedure is not reflective of up-to-date evidence-based practices. We will focus on the improving the process of the newborn/postpartum public health nurse visit from the time a referral is received to the initial in-person visit with the client, or if unable to contact, closure of the case.

* This process is important to work on now because of: *(describe the impact this problem or opportunity is having on the agency, program, customers, employees, or the community*

As a service that is critically important to the health and wellness of mothers, mothers-to-be, and newborns, ensuring that public health nurses consistently implement and adhere to best practice PNCC guidelines/recommendations warrants attention. Furthermore, other external sources need to be explored. As such, through some formal manner root cause analysis, a thorough review of current policy and procedure will occur and opportunities for improvement will be identified and subsequently integrated into the PNCC process flow.

Team Sponsor: Robert Leischow, Health Officer/Director

Team Leader: Brittany Boyer, RN, Lead Public Health Nurse

Team Members: Area of Expertise:

* Susan Backaus, RN-QI Team Member
* Sabrina Meddaugh, RN-QI Team Member
* Cortney Olejniczak, RN-QI Team Member

* The problem or opportunity starts with the time a pncc referral is received

*(starting point*)

* and ends with the initial in-person visit with the client.

(*ending point*)

**AIM Statement Template**

**Section 2: Internal and External Benefit**

* This opportunity has the following estimated potential benefits internally and to the external community:

1. **Internal:**  Tangible Benefits

* Increased revenue to department from Medicaid billing

Intangible Benefits

* Consistency among staff-program flow
* More time efficiency- less time spent on repetitive unnecessary forms/paperwork
* Updated/current policy and procedure
* Ease of transition for new staff members learning the program

1. **External:** Tangible Benefits

* Increased referrals(increased program enrollment)

Intangible Benefits

* More time spent with client
* Evidenced base care provided to clients
* Increased quality of care provided to clients

**AIM Statement Template**

**Section 3: Current State Performance and Desired Future State**

* Describe the current state of the problem or opportunity and its current performance (baseline data):

-Lack of an updated pncc program policy and procedure

-Lack of staff adhering/following the Wisconsin Medicaid and BadgerCare Prenatal Care Coordination Services Handbook Guidelines/protocol.

-Lack of staff training

-Outdated pncc program forms that have not been updated/revised

-0% of client charts in compliance

* Describe the ideal future state:

-Updated pncc policy and procedure in place

-PNCC Chart flowsheet developed

-Staff training/updated training on current/revised procedure

-Revision of forms

-Chart audits-100% of charts audits in compliance with updated policy and procedure, and WI PNCC handbook guidelines

* What are the key driving and restraining forces impacting the current state and the ideal future state?

Driving (+) Forces

-Staff enthusiasm/dedication

-Recoginized need for improvement

-Team involvement

Restraining (-) Forces

-Lack of staff time to dedicate to project due to other priorities/duties

-

**AIM Statement Template**



**Section 4: Improvement Description:**

* This effort should improve the current state

1. Describe the improvement goals to be achieved, (100% of charts will be in compliance)
2. The timing of these improvements, (By November 30, 2012)
3. And how the improvement will be measured. (Chart Audits)

**Section 5: Internal and External Customer Identification:**

* For the following customers/clients (*customers, staff or those affected by the process under improvement)*

1. *PHN’s/WIC Staff*
2. *Public Health Program Assistant*
3. *Prenatal clients (pregnant women)*
4. *Unborn and new infants*