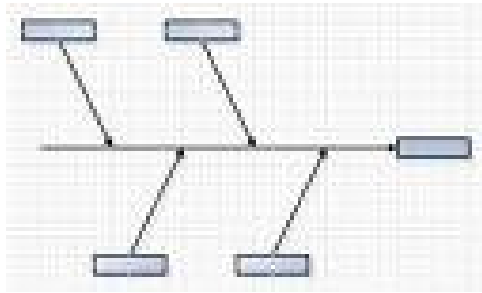


# Quality Improvement Tool Summary Sheet

Tool	Definition	When to Use It
<p><b>Impact Matrix</b></p>	<ul style="list-style-type: none"> <li>Used to prioritize and narrow down large amounts of information into manageable and actionable items.</li> <li>Helps a group focus on areas that will have biggest impact on overall program goals.</li> </ul> <p style="text-align: center;"><b>Focuses Thinking</b></p>	<ul style="list-style-type: none"> <li>To select the top 2-3 areas for improvement that will have the biggest impact on your community if action is taken.</li> <li>To prioritize the top root causes of a problem that a team will take action on. The root causes are usually identified using a Fishbone Diagram and then prioritized.</li> <li>To prioritize the top 2-3 change ideas (which address the root cause of a problem) that a team will test and implement.</li> </ul>
<p><b>Prioritization (Rating) Matrix</b></p>	<ul style="list-style-type: none"> <li>Used to prioritize and narrow down large amounts of information into manageable and actionable items.</li> <li>Helps a group focus on areas that will have biggest impact on overall program goals.</li> <li>Provides opportunity to prioritize items based on more criteria than the Impact Matrix.</li> </ul> <p style="text-align: center;"><b>Focuses Thinking</b></p>	<ul style="list-style-type: none"> <li>To select the top 2-3 areas for improvement that will have the biggest impact on your community if action is taken.</li> <li>To prioritize the top root causes of a problem that a team will take action on. The root causes are usually identified using a Fishbone Diagram and then prioritized.</li> <li>To prioritize the top 2-3 change ideas (which address the root cause of a problem) that a team will test and implement.</li> </ul>
<p><b>Pareto Chart</b></p>	<ul style="list-style-type: none"> <li>A bar chart arranged in descending order (highest to lowest)</li> <li>Based on Pareto Principle that 80% of problems come from 20% of the causes; by addressing the vital few causes (the 2-3 highest) a majority of problems can be eliminated</li> <li>Identifies the significant causes of the problem and helps prioritize the “vital” few things to focus on</li> </ul> <p style="text-align: center;"><b>Focuses Thinking</b></p>	<ul style="list-style-type: none"> <li>Used when a team has identify multiple causes/issues/problems and needs to prioritize and focus efforts on areas where you can have the greatest impact.</li> </ul>

## Fishbone Diagram



- A visual display that helps identify multiple causes of a problem.
- Provides a structured way to organize all the potential causes and helps the group think about the cause rather than the symptom.
- Helps break a problem into smaller manageable pieces that can be prioritized and acted upon.

- When you want to identify multiple causes of a problem.
- Particularly effective when dealing with complex issues.

## 5 Whys

- Used to drill down and get at the root cause of a problem.
- Enables a team to go an “inch wide and a mile deep” to really expose the root cause of the problem.

- After causes of a problem have been identified via a Fishbone Diagram, the team can prioritize the “causes” that will have the biggest impact and use the 5 Whys to drill down to make sure the true root cause has been identified.

Focuses Thinking

## Brainwriting (Gallery and Paper)



Brainwriting				
Problem Statement				
Name	How #1	How #2	How #3	How #4

- Alternative form of brainstorming; designed to generate innovative ideas in a short amount of time.
- Allows everyone to have their “voice” heard.

- After the root cause of a problem has been identified, use this technique to quickly identify innovative ideas to address the root cause.

Expands Thinking

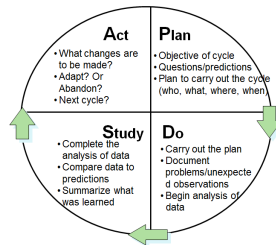
## Affinity Diagram



- Organizes large amounts of information into groups based on their natural relationships.
- Creates “buckets” that can be prioritized into manageable and actionable items.

- Use following a brainwriting activity to organize information into “buckets” of similar themes. The themes can then be prioritized and acted upon.

## Plan Do Study Act cycle



- Provides opportunity to test changes on a small scale to allow the team to understand what works and what needs improvement.
- Allows a team to correct issues in real time vs. waiting until the end of the intervention (which could be months or years).
- Reduces the chances of “failing” on a large scale.

- Use after the team has identified the top 2-3 changes they would like to implement. (Remember to identify the “early adopters” who will help you test changes on a small scale to learn what works and what should be adapted.)