10 Steps for the NIATx Model of Process Improvement

STEP #	TASK	TOOL or DOCUMENT	PEOPLE
1	Conduct a **walk-thru** or **talk-thru** of the process; what's working and not working?	Walk-through (Take notes of your experience)	Executive Sponsor, Change Leader, Change Team or other Key Sta keholders
2	Identify a **key problem** to focus on and one important **process** to improve; define your **aim** & **measure** (data)	Change Project Form *(Charter, pg.1)*	Executive Sponsor, Change Leader, and/or Change Team
3	Assemble a **Change Team** (3-7 people); include stake- holders who work in the process	Change Project Form *(Charter, pg.1)*	Executive Sponsor and Change Leader
4	Change Team **kick-off meeting. Review** your project **aim** and **walk-through** experience; discuss strengths & improvement opportunities in the process	Your walk-through notes	Change Leader and Change Team
5	**Flowchart** the current process; list problem areas or steps in the process	Flowcharting	Change Leader and Change Team
6	Conduct an **NGT** exercise to brainstorm solutions and vote on which change to test first (other ideas saved for future PDSA cycles)	Nominal Group Technique (NGT)	Change Leader and Change Team
7	Assign **roles/tasks** among the Change Team and document your **Change Project**	Change Project Form *(Charter, pg.1)*	Change Leader and Change Team
8	Do **PDSA** rapid cycle/pilot tests until you achieve your aim; rely on **data** in deciding to adopt, adapt, or abandon a change	Plan-Do-Study-Act Rapid Cycle/Pilot Testing; Document on Change Project Form *(PDSA, pg. 2)*	Change Leader and Change Team
9	Develop a **sustainability plan** for your change project to hold the gains	Change Project Form *(Evaluate/Sustain, pg. 3)*	Change Leader and Change Team
10	**Celebrate & share your story!** Change project is completed	5x5 Presentation	Executive Sponsor, Change Leader and Change Team