**A screenshot of a cell phone

Description automatically generatedPerformance Improvement Project (PIP) Guide**

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| --- | --- | --- | --- |
| **Start Date** | **Review Date(s)** | **Complete Date** | **PIP Squad Members** |
| 7/28/2021 | 8/14/2021 | 09/28/2021 | 1. Click or tap here to enter text.  2. Click or tap here to enter text.  3. Click or tap here to enter text.  4. Click or tap here to enter text.  5. Click or tap here to enter text.  6. Click or tap here to enter text.  7. Click or tap here to enter text. |
| **Project Leader**  Click or tap here to enter text. | 8/28/2021 | 10/28/2021 |
| **Key Area for Improvement** | Staff morale | |
| **Goal:**  **S**pecific  **M**easurable  **A**ction-Oriented  **R**ealistic  **T**ime Bound | Improve employee joy in work by 15% in 3 months as evidenced by comparison of pre- & post-assessment tool (IHI Framework for Improving Joy in Work, Appendix C) | | |
| **What is the Root Cause(s) for the problem? Ask ‘Why is this happening?’ 5 times. If you removed the root cause, would this event have been prevented?** | | | |
| Collect barriers/root causes from “what matters to you?” and impediments to joy conversations | | | |
| **Barriers:**  Click or tap here to enter text. | | | |
| **Brainstorm possible solutions and start your PDSA [PLAN DO STUDY ACT] Cycle - see page 2** | | | |
| **Brainstorm:**  Click or tap here to enter text. | | | |

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| **Plan** | **Do** | | | **Study and Act** | |
| **List the tasks to be done** | **Responsible Team Member** | **Start Date** | **Actual Completion Date** | **Comments/Lessons Learned** | **Adopt/Adapt/Abandon** |
| Meet as PIP team to develop charter (Review “Get Ready” action steps) | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
| Collect staff satisfaction surveys (e.g. Pinnacle) | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
| Launch conversations – (10 individuals) Appendix A – Conversation Guide | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Study and Act** | | | | |
| **Benchmarks/metrics**  **[how will we measure progress?]** | **Baseline**  **Date** | **First Measurement**  **Date** | **Second Measurement**  **Date** | **Final Measurement**  **Date** | **Comments** |
| Pre-PIP & Post-PIP assessments  (e.g. Pinnacle, CMS Employee Satisfaction Survey or Appendix C tools) |  | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
| 07/28/2021-08/11/2021 | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |

This material was prepared the Great Plains Quality Innovation Network, the Medicare Quality Improvement Organization for North Dakota and South Dakota, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. 12SOW-GPQIN-13/0320