

## Section 6.2 – Change and Measure

# Goal Setting Worksheet Example

This Goal Setting Worksheet example demonstrates how a team can use this tool to set improvement goals. For instructions on how to use this tool see 6.1 Goal Setting Worksheet. Refer to 1.2 Case Study to understand example.

**Describe the problem to be solved**

Residents are not getting the most benefit from therapy and our organization is not getting optimal reimbursement due to missed therapy appointments.

Use the SMART formula to develop a goal:

**Specific**

Describe the goal in terms of 3 ‘W’ questions:

- **What Do We Want to Accomplish?**

Reduce the percentage of missed therapy appointments on the transitional care neighborhood by date xx/xx/xxxx. Baseline for missed appointments is currently 32%. Target by xx/xx/xxxx is 10%.

- **Who Will be Involved/Affected?**

Residents, therapy staff, nursing staff, social services staff, health unit coordinators

- **Where Will It Take Place?**

Transitional Care Unit/TCU

**Measurable**

Describe how you will know if the goal is reached:

- **What is the measure you will use?**

- Percentage of missed therapy appointments per month on the TCU
- Numerator is number of missed appointments on the TCU per month
- Denominator is total number of scheduled appointments on the TCU per month

- **What is the current data figure (i.e., count, percent, and rate) for that measure?**

32% missed appointments/month

- **What do you want to increase/decrease that number to?**

10% or less missed appointments per month

## Attainable

Defend the rationale for setting the goal measure above:

- **Did you base the measure or figure you want to attain on a particular best practice/average score/ benchmark?**

No. Unable to find a benchmark for this measure

- **Is the goal measure set too low that it is not challenging enough?**

No

- **Does the goal measure require a stretch without being too unreasonable?**

Yes

## Relevant

Briefly describe how the goal will address the business problem stated above.

- Decreasing the number of missed therapy appointments will ensure that the resident receives the most benefit from therapy and will increase RUGs scores.

## Time-Bound

Define the timeline for achieving the goal:

**What is the target date for achieving this goal?**

- XX/XX/XXXXXX/XX/XXXX

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