

Recipe for a Successful Performance Improvement Experience (PIE)

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Serves: Staff and Patients

Bake: As long as it takes for excellent results. This may vary relative to the quality of the ingredients.

Ingredients*:

- Administrative and clinical leadership support
- Committed staff
- Culture that promotes teamwork, communication, and accountability
- Engaged patients and families
- Continuous improvement with data

*Note: PIE is best enjoyed with the right people at the table.

Directions*:

1. Identify opportunities for improvement
2. Prioritize and select area to improve
3. Measure current performance
4. Analyze the problem
5. Choose strategies
6. Set process and outcome goals
7. Plan the change(s)
8. Implement change(s)
9. Study results
10. Adapt, adopt, or abandon change(s)
11. Monitor results
12. Sustain improvements
13. Enjoy the results!

*Note: May need to tweak the directions if results are not to your liking.

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