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 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/XXXX

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