

## Systems Improvement for Program Coordinators

### Understanding Value in your Program

Consider the current state of your program through the lens of the Value Equation – how would you assess Quality, Safety, Experience and Cost / Waste?

$$\text{VALUE} = \frac{\text{Quality} + \text{Safety} + \text{Experience}}{\text{Cost}}$$


Quality?

Safety?

Experience?

Cost / Waste?

What information do you need to better understand the problem or area of improvement with the current state?



## Step 2: Identify Areas for Improvement

What are the top 3 contributing factors to your problem?

1.

2.

3.

## Step 3: Measuring Progress

What will you measure to know if you are making progress?

## Step 4: State your Goal

Is it Specific, Measurable, Achievable, Relevant, and Timely?



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## Step 5: Fix the Problem

List 3 changes you could make to address the contributing factors.

1.

2.

3.

## Step 6: Embed in Culture

How will you sustain your progress?