Timeline of Expectations: Improvement Academy Participants
Cohort 3: September – October, 2022

September / October: Apply and Selected for IA

- Complete 2-day program
- Meet with your Coach 1-2x
- Ensure **Sense of Urgency**
- Identify other team members / **Guiding Coalition**

November: Define & Scope

- Engage in 'Define' stage work
- Complete **Voice of the Customer**
- Research the **Problem Background**
    o Literature search to understand best practices
    o Metrics or Goals of institution, unit, or national level
- Create a concise **Problem Statement**

December: Measure & Analyze

- Identify what process you will map out
- Identify your process and outcome metrics – complete your **Data Plan**
- Plan for an event to understand Root causes (Affinity Diagram)
    o Who should attend?
    o What format (virtual, live, whiteboard, etc)?
    o When? Set a date.

January: Measure & Analyze, Continued

- Complete **Process Map**
- Complete **Affinity Diagram** Event
- **Identify pain points** of the current state by analyzing:
    o Process map
    o Affinity diagram
    o Review of VOC

February: Interventions

- Use the **Pareto Principle** (or create a Pareto Diagram) to identify the most impactful contributing factors
- Use Design Thinking, Positive Deviance, and Hierarchy of Interventions to identify:
    o **1-2 interventions** that will address each contributing factor
- Create an Implementation plan for one of your interventions:
    o What change will you make?
    o How will you communicate this change?
    o Who needs to know about the change?
    o How will you measure it? (Data Plan)

March: Interventions, Continued

- **Implement** at least 1 of your interventions
- What was the impact?
- What did you learn?
- What will you change for the next cycle or next intervention?

April / May:

- **Presentation** to stakeholders and IA team
    o Follow our project template

June / July:

- Wrap-up intervention work
- Create a Control Plan
    o Include a hand-off to the team continuing to ensure project success
- Create **poster, abstract, presentation** for dissemination