Figure 1. A Logic Diagram for a Proposed Improvement Cycle

What are the problem, the general goal, and the specific aim?

Problem
(Baseline data show current performance related to problem)

General Goal
Specific Aim(s)
(Aim is measurable target in a timeframe)

What are the major causes of the problem?

Cause #1

Cause #2

Cause #3

Cause #4

What are interventions (countermeasures) that address major causes?

Intervention #1

Intervention #2

Intervention #3

What are operational plans to implement the interventions?

Operational Steps #1

Operational Steps #2
Figure 2. Example of Logic Diagram for a Proposed Improvement Cycle

What are the problem, the general goal, and the specific aim?

**Problem**

Women with congenital heart disease often do not receive proper counseling about cardiovascular risks of pregnancy. (Baseline: CARPREG score is documented for only 3% of patients)

**General Goal**

Improve communication of pregnancy risk.

**Specific Aim(s)**

Score documented for ≥ 80% over next 4 months

What are the major causes of the problem?

- Pediatric cardiologists less aware of need
- Calculation of risk is difficult to remember
- Physician’s views differ in content of preconception counseling & in expected documentation

What are interventions (countermeasures) that address major causes?

- Education about need and CARPREG scoring
- Worksheet to simplify calculation
- Develop standard process for identifying patients, scoring, and recording scores

What are operational plans to implement the interventions?

- Team lead develops and presents educational program and worksheets
- Physicians, program assistants, and medical assistants jointly develop “standard work”
Figure 3. Similar Content Formatted into a More Detailed A3 (two page) Proposal

**Title:** What we are talking

**Background**
Of all our problems, why are we talking about this one? The “ugly story”…
Historical/organizational/business context…

**Current Situation**
Where do we stand? What is our current performance?
Trend chart, current state value stream map

**Clear Problem Statement**

**Goal**
What is the target condition or performance improvement you want now?
Measurable, by when?

**Analysis**
What are the root causes of the problem? (Fishbone, 5 Whys, Pareto)
What requirements, constraints and alternatives need to be considered?

**Recommendations**
What are your proposed countermeasures, strategies, alternatives? Do they link directly to the root cause?
Include options (some needing no resources)
Future State Value Stream Map?

**Plan**
What, Who, When? What activities will be required for implementation and who will be responsible for what and when?

**Follow-up**
How will we know if the actions have the impact needed? What remaining issues can be anticipated? When/how will we follow up?

Reviewed By: Date:

*Modified from Verble, Shook, LaHote, Billi*