

Rapid Improvement Event Facilitator Manual

Analyze & Improve Team Day

Objectives	
	Team engagement
	Improvements identified and implementation planned
	Documents updated

Prep work	
	Analyze/Improve Team Day agenda created and sent to team members
	Review Analyze/Improve Facilitator Manual and corresponding one-pagers reviewed
	Report Out Presentation template filled in up to Improve Phase
	Book training room
	Ensure you have all the necessary supplies

Deliverables	
Future State Map (if required)	Measurement Plan
PDSA Cycles	Measurement Sheets
Quality Board updated	Communication Plan
A3 Report updated	Action Plan
Report Out Presentation	

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Time Frame	Agenda Item	Agenda Details	Objectives	One Pagers / Templates
10 min	Welcome	<ul style="list-style-type: none"> Welcome participants back Group feedback on collecting measures Review of what is to be accomplished over the day Ice breaker 	<ul style="list-style-type: none"> Obtain an awareness of what's happening on the front-line Refocus the team 	
5 min	Review	<ul style="list-style-type: none"> 8 wastes DMAIC <ul style="list-style-type: none"> Review the DMAIC cycle and ask the team to articulate where they are in the cycle 		<ul style="list-style-type: none"> 8 Wastes DMAIC
15 min	Improvement Tools	<ul style="list-style-type: none"> Walk through improvement tools presentation 5S game 	<ul style="list-style-type: none"> To provide team members with tools that will assist with brainstorming improvement ideas 	<ul style="list-style-type: none"> 5S 5S Numbers Game 5S Numbers Game – Facilitation Notes Visual Management Standard Work Error Proofing
15 min	How to interpret the data	<ul style="list-style-type: none"> Walk the team through the types of charts that they will be looking at and teach them how to read them and how to interpret them 	<ul style="list-style-type: none"> Refocus the team Provide an understanding on how to interpret the data 	<ul style="list-style-type: none"> Pareto Charts Run Charts Control Charts Measures of Central Tendency

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45 min	Measurement Presentation /Discussion	<ul style="list-style-type: none"> Walk through the Report out Presentation Validate the data story with the team Review Problem Statement – does the current problem statement align with the “data story”? 	<ul style="list-style-type: none"> Provide an understanding of baseline data Obtain a consensus that the problem identified is actually a problem 	<ul style="list-style-type: none"> Report out Presentation template Presenting your Analysis
120 min	Improvement Ideas Discussion	<ul style="list-style-type: none"> Before you write anything down on the flip chart allow the team to discuss improvement ideas Use this time to challenge the group If the group is struggling to think beyond the status quo, use a divergent thinking game to help them “think outside the box” Once the team lands on a direction start capturing the ideas on a flip chart. 	<ul style="list-style-type: none"> To get the team to start to thinking about improvements in a Lean context Challenge the group to ensure they are thinking about the tools and lean principles as they come up with ideas 	<ul style="list-style-type: none"> Future State Flow Maps Divergent Thinking
60 min	Planning the changes	<ul style="list-style-type: none"> Using either a Pace Matrix to determine the top 3-4 improvement ideas that are to be implemented Create future state map (if necessary) Using the PDSA cycle template determine who, what, where, when and how the improvements are to be completed Develop the time frame 	<ul style="list-style-type: none"> To create a comprehensive list of improvement ideas. Create a visual of the new standard process Create a path forward for the change ideas Provide direction and understanding as to what needs to get done Develop timelines 	<ul style="list-style-type: none"> PACE Decision Matrix PDSA Cycles PDSA Template

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15 min	Developing an Aim Statement	<ul style="list-style-type: none"> • Create an aim statement <ul style="list-style-type: none"> ○ Aim statement should be focused on the key metrics of the project ○ Aim statement should included 'how much and by when' how much improvement and by what date 	<ul style="list-style-type: none"> • As a team determine your goal based on a key metric • Determine how much you are aiming to improve and by when 	
60 min	Communication Plan	<ul style="list-style-type: none"> • Decide who is going to communicate what and when and to who • Remember to leave time to communicate prior to implementation 	<ul style="list-style-type: none"> • To provide clarity and communication to the front-line staff by the front-line staff 	<ul style="list-style-type: none"> • 5S Story Board • Communications • Communication Plan – template (page 3)
30 min	Action plan	<ul style="list-style-type: none"> • Review the actions that have been developed throughout the day and ensure a person and a due date is assigned to every item • For those items that are not captured on the PDSA create an action plan • Include updating the quality board • Book Control Team day 	<ul style="list-style-type: none"> • To have a solid action plan with timelines 	<ul style="list-style-type: none"> • Action Plan - template
15 min	Timeline	<ul style="list-style-type: none"> • Summarize the following <ul style="list-style-type: none"> ○ Communication period ○ Implementation period ○ PDSA touch points ○ Re-measurement period ○ Book Control team day 		