



Key Findings and SMART Goal Development

STEP 1: List the key findings from Gap Root Cause Analysis (RCA) and identify one area to focus on for quality improvement project.

Key Findings:

1. _____

2. _____

3. _____

STEP 2: Develop a SMART goal for your quality improvement project. A goal is a clear statement of an intended improvement and how it will be measured. Your goal should answer the question, “What do you want to accomplish?” A goal should be short enough for everyone to remember. Well-written goals should also be SMART. Find training on developing SMART goals here: <https://www.hsag.com/hqic-quality-series>.

S	Specific	<ul style="list-style-type: none"> What do you want to accomplish? Who will be involved? Where will it take place?
M	Measurable	<ul style="list-style-type: none"> What is the measure you will use? What is the current data for that measure? What do you want to decrease/increase that number to?
A	Attainable	Did you base the measure or figure you want to attain on a particular best practice/average score/benchmark?
R	Relevant	How does the goal address the problem?
T	Time-Bound	What is the target date for achieving this goal?

Sample SMART Goal: *By the end of Quarter 4 of 2022, reduce readmissions among super utilizers from the 28 percent baseline rate to 23 percent.*

SMART GOAL: _____

STEP 3: Identify one or two strategies to implement that will help you achieve the goal and complete a strategy tree for each strategy.

Strategy 1: _____

Strategy 2: _____
