

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