

Quality and Safety Series




SMART Goals

OBJECTIVES



- Describe what a SMART goal is.
- Examine how to write and apply a SMART goal.
- Review the HSAG HQIC* SMART Goal worksheet.

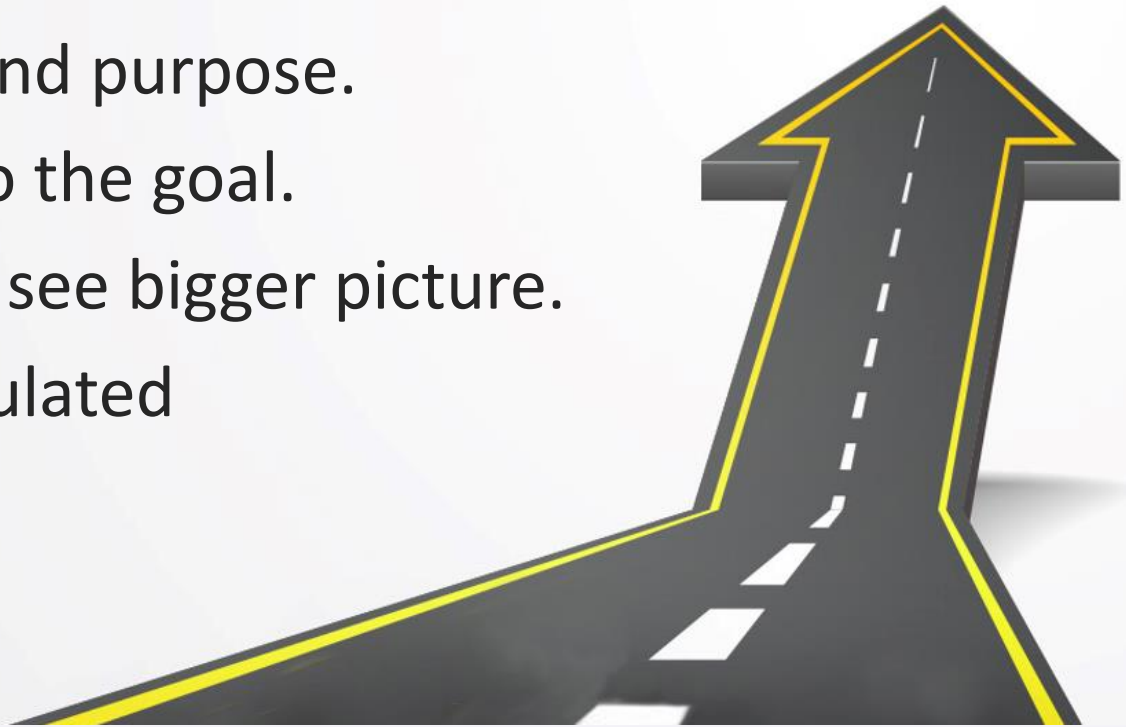
SMART Goals

 S	Specific
 M	Measurable
 A	Attainable
 R	Relevant
 T	Time-Bound






Goal As a Vision

The SMART goal serves as your team's vision.

- Indicates where your team/organization is going.
- Sets direction and purpose.
- Gives context to the goal.
- Helps the team see bigger picture.
- Should be articulated frequently.








Example of Building a SMART Goal

 S	Specific
 M	Measurable
 A	Attainable
 R	Relevant
 T	Time-Bound

*"Within the next 30 days,
I will make a marinara sauce my
spouse and two kids will eat."*



SMART Goal Breakdown

 S Specific	Make marina sauce.
 M Measurable	Spouse and two kids will eat it.
 A Attainable	This is a realistic goal. No one in the family hates tomatoes or has tomato allergies.
 R Relevant	Aligns with my goal of family dinners.
 T Time-Bound	Complete within the next 30 days.

SMART Goal and the PDSA Cycle



- **Plan:** Develop a SMART goal. Plan to carry out the experiment and collect data. What is your expected outcome?
- **Do:** Carry out the plan and record results.
- **Study:** Analyze results and compare to your expected outcome. What worked and what didn't work?
- **Act:** Are changes needed?
- Repeat PDSA cycle, as needed.

Marinara Sauce Data






Experiment: Prepare: Do Eat: Study	Responsible	Expected Outcome	By When	Actual Outcome	Next Steps: Act
Sauce A	Me	Spouse and kids will eat it	02/01/2021	Susie said there were slimy things in the sauce	Omit mushrooms
Sauce B	Me	Spouse and kids will eat it	02/01/2021	Spouse thought sauce was not as flavorful	Add mushrooms back in and blend
Sauce C	Me	Spouse and kids will eat it	02/01/2021	Spouse and kids loved it	Use Sauce C moving forward

HSAG HQIC SMART Goal Worksheet

HSAG HQIC

Goal Setting: Creating SMART Goals

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:

 S	Specific
 M	Measurable
 A	Attainable
 R	Relevant
 T	Time-Bound

Post your goal as a visible reminder for all staff members. Use it to stay focused, establish boundaries for what is and is not included, and define your success. Write your goal in the space below.

Example: Over the next two months, increase the number of care plans that provide for medication on a regular schedule from 50 percent to 75 percent (e.g., around the clock, not just PRN) for residents with daily pain.

Our Goal

Key Take-Aways

- A goal keeps your team on track.
- The SMART goal analogy will assist you in writing a goal.
- A goal serves as a foundation for your quality improvement model.





Thank you!

Questions: hospitalquality@hsag.com

This material was prepared by Health Services Advisory Group (HSAG), a Hospital Quality Improvement Contractor (HQIC) under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (HHS). Views expressed in this document do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. Publication No. XS-HQIC-QI-06282021-01