

# Performance Improvement Project Report

## Naval Health Clinic Charleston

NHCCHASN 6010/001 (JAN/2011)

**Instructions:** This report structure is based on the FOCUS-PDCA model for identifying, addressing and reporting performance improvement initiatives.

The <b>FOCUS</b> phase helps narrow attention to a discrete opportunity for improvement.			Page
<b>F</b>	FIND	<i>Find a process that needs improvement.</i> Define the process and its customers. Decide who will benefit from the improvement. Understand how the process fits within the Command's priorities.	1
<b>O</b>	ORGANIZE	<i>Select a team who is knowledgeable in the process.</i> Membership should represent various levels and functions in the Command.	2
<b>C</b>	CLARIFY	<i>Clarify the current knowledge of the process.</i> Define the process as it is and as it should be. Review current knowledge and understand the process so a differentiation can be made between the way it actually works and the way it is meant to work.	3
<b>U</b>	UNDERSTAND	<i>Understand the cause of variation.</i> Measure the process and learn the causes of variation. Develop a plan to collect data and use the data to establish measurable variations	
<b>S</b>	SELECT	<i>Select the potential process improvement.</i> Determine the action that must be taken to improve the process.	
- The <b>PDCA</b> phase allows the team to pursue the identified opportunity for improvement and review its outcome.			
<b>P</b>	PLAN	<i>Plan the improvement/data collection.</i> Plan the change by studying the process, deciding what could improve it, and identifying data to help.	4
<b>D</b>	DO	<i>Do the improvement/data collection/data analysis.</i> Execute the plan on a small scale or by simulation.	5
<b>C</b>	CHECK	<i>Check the data for process improvement.</i> Observe the results of the change. Document the results of the change. Modify the change, if necessary and possible.	6
<b>A</b>	ACT	<i>Act to hold the gain/continue improvement.</i> Implement the change if it is working. If it fails, abandon the plan and repeat the cycle.	7

This is a Microsoft® Word form template. Move between data entry fields using the Tab key. Instructions for each field are found at the bottom left corner of the screen. You may be able to address specific elements of the report simply by attaching other documents, e.g., PowerPoint briefs.

### FIND A PROCESS/OPPORTUNITY TO IMPROVE

IDENTIFY A PROCESS/  
OPPORTUNITY TO  
IMPROVE

Continued on separate sheet     Supporting Document(s):

WHY IS THIS IMPORTANT  
TO NHCC?

Continued on separate sheet     Supporting Document(s):



**Performance Improvement Project Report**

**Naval Health Clinic Charleston**

NHCCHASN 6010/001 (JAN/2011)

**Clarify and Understand the Process**

**Understand the Root Cause**

CLARIFY AND UNDERSTAND THE PROCESS

Continued on separate sheet     Supporting Document(s):

UNDERSTAND THE ROOT CAUSE

Continued on separate sheet     Supporting Document(s):

**Select the Desired Performance Goal/Outcome**

STATE THE DESIRED GOAL

Continued on separate sheet     Supporting Document(s):



# Performance Improvement Project Report

## Naval Health Clinic Charleston

### PLAN (Use Data)

DESCRIBE THE DATA YOU ARE COLLECTING

Continued on separate sheet     Supporting Document(s):

WHERE CAN THE DATA BE FOUND?

Continued on separate sheet     Supporting Document(s):

WHAT DOES THE DATA TELL YOU ABOUT:

FREQUENCY

Continued on separate sheet     Supporting Document(s):

SEVERITY

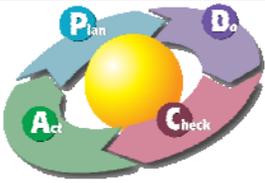
Continued on separate sheet     Supporting Document(s):

SOURCE OF PROBLEM

Continued on separate sheet     Supporting Document(s):

COMPARE THE CURRENT DATA TO THE PERFORMANCE GOAL

Continued on separate sheet     Supporting Document(s):



# Performance Improvement Project Report

## Naval Health Clinic Charleston

### Do (Fix)

DETERMINE WHAT MUST BE DONE DIFFERENTLY TO SOLVE THE PROBLEM

Continued on separate sheet     Supporting Document(s):

IMPLEMENT THE NEW PROCESS AND PROCEDURES

Continued on separate sheet     Supporting Document(s):

**SUBMIT AN INTERIM COPY OF THIS REPORT TO QUALITY MANAGEMENT AT THIS STAGE.  
A FINAL REPORT WILL BE REQUIRED AFTER THE CHECK/ACT STAGES.**

**Project/Team Leader**

**Date**



# Performance Improvement Project Report

## Naval Health Clinic Charleston

### Check (Monitor and Evaluate)

DO A SECOND ROUND OF DATA TO EVALUATE THE PLAN TO SEE IF IT'S YIELDING THE INTENDED RESULTS. IF THE GOAL HAS BEEN MET MOVE TO FULLY IMPLEMENT UNDER ACT.

Continued on separate sheet     Supporting Document(s):

IF THE PROBLEM REMAINS, DETERMINE WHAT CAN BE DONE DIFFERENTLY AND IMPLEMENT NEW PROCESSES. (BACK TO DO AND GO THROUGH THE CYCLE AGAIN)

Continued on separate sheet     Supporting Document(s):



# Performance Improvement Project Report

## Naval Health Clinic Charleston

### Act (Fully Implement)

COMMUNICATE RESULTS TO THE COMMANDING OFFICER AND THROUGHOUT THE COMMAND AS APPROPRIATE

Continued on separate sheet     Supporting Document(s):

EDUCATE AND TRAIN AS NEEDED

Continued on separate sheet     Supporting Document(s):

COMPLETE ALL DOCUMENTATION (NHCCHASNINSTS, SOPs, etc.)

Continued on separate sheet     Supporting Document(s):

### SUBMIT FINAL REPORT TO QUALITY MANAGEMENT

**Project/Team Leader**

**Date**