Quality and Safety Series

Eisenhower/Prioritization Matrix
OBJECTIVES

• Identify the elements of an Eisenhower/prioritization matrix.
• Discuss the uses for a prioritization matrix.
• Explore how to complete a prioritization matrix.
Eisenhower/Prioritization Matrix

• Common names
  – Eisenhower matrix (urgency/importance)
  – Prioritization matrix (impact/effort)
  – Decision matrix
  – Urgent-important matrix

• 2 x 2 grid

• Visualization tool

• Decision-making tool

• Helps prioritize interventions/actions

https://asq.org/quality-resources/impact-effort-matrix
Where to Begin

- Start with other tools to identify the problem.
  - Root cause analysis
  - Fishbone diagram
  - Five whys

- Use correlative data and information as the foundation to build your problem statement.

- Identify interventions or corrective actions.

Templates available at: hsag.com/hqic/quality-series
A prioritization matrix is a process improvement tool that helps teams identify areas of opportunity that are most important to address first. Rank is established by level of impact and difficulty of implementation. Use group-think and brainstorming techniques to rank each item. It is key to focus on the quick wins of high impact/low effort areas first, as well as eliminate or delay the time consuming low impact/high effort items.

- **Quick Wins**: High Impact/Low Effort
- **Major Projects**: High Impact/High Effort
- **Potential Projects**: Low Impact/Low Effort
- **Time Consuming Tasks**: Low Impact/High Effort
# HSAG Action Plan

## Action Plan—Guidance

Use this form to develop your quality improvement plan. Clarification for each component is provided below and a blank template.

### ORGANIZATION NAME

**Action Plan for PROJECT**

Initiated DATE—Updated DATE

### Goal Statement:

Clearly state the aim/goal that you are trying to accomplish.

The aim should be SMART:

- Specific
- Measurable
- Attainable
- Relevant
- Time Bound

<table>
<thead>
<tr>
<th>ITEM</th>
<th>ROOT CAUSE</th>
<th>PLAN</th>
<th>RESPONSIBILITY</th>
<th>DATE DUE/COMPLETED</th>
<th>MEASUREMENT PLAN</th>
<th>STATUS</th>
<th>RESULTS/LESSONS LEARNED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify key areas for improvement.</td>
<td>Identify the root cause of the problem (findings of the root cause analysis [RCA]). The root cause is the factor that when fixed prevents the problem from re-occurring.</td>
<td>Identify plan for accomplishing the improvement in each area identified for change.</td>
<td>Identify project leader and/or team. Make sure to include individuals that directly work in the area that is under improvement. Assign clear responsibilities to each team member.</td>
<td>Set deadlines. Identify when completed. Due (D) Completed (C) D—xx/xx/xx C—xx/xx/xx</td>
<td>Describe the plan to collect information to evaluate the results and to monitor progress. Describe the status of progress over time</td>
<td>Plan-do-study-act (PDSA)</td>
<td>Record what you have learned. What has worked/not worked? Identify changes you would make to your project plan and plans you have moving forward. Identify potentials to spread good practices across your organization.</td>
</tr>
</tbody>
</table>

Template available at: www.hsag.com/hqic/quality-series
Key Take-Aways

• A precise problem statement serves as the foundation for quality improvement activities.

• An Eisenhower/prioritization matrix can be used after a problem and interventions are identified.

• Best to create with a group—group think.

• Prioritize interventions by focusing on those with the highest impact.
Thank you!

Questions: hospitalquality@hsag.com