

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.



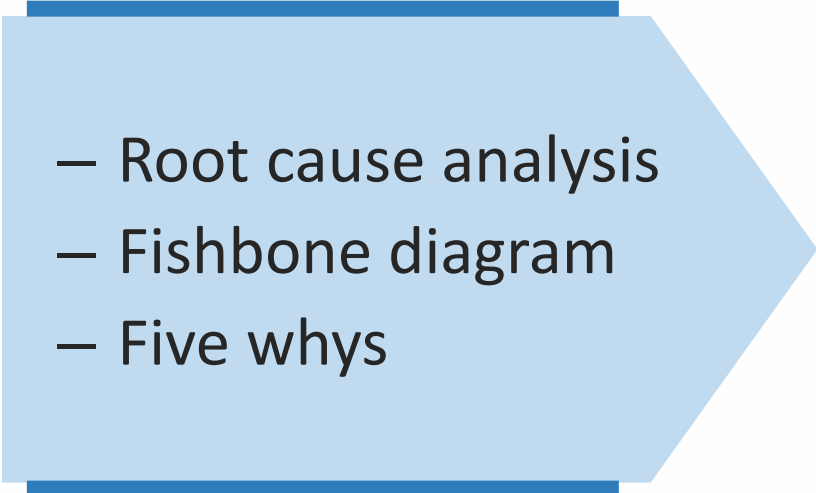
Eisenhower/Prioritization Matrix

- 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



Where to Begin

- Start with other tools to identify the problem.

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- Root cause analysis
 - Fishbone diagram
 - Five whys

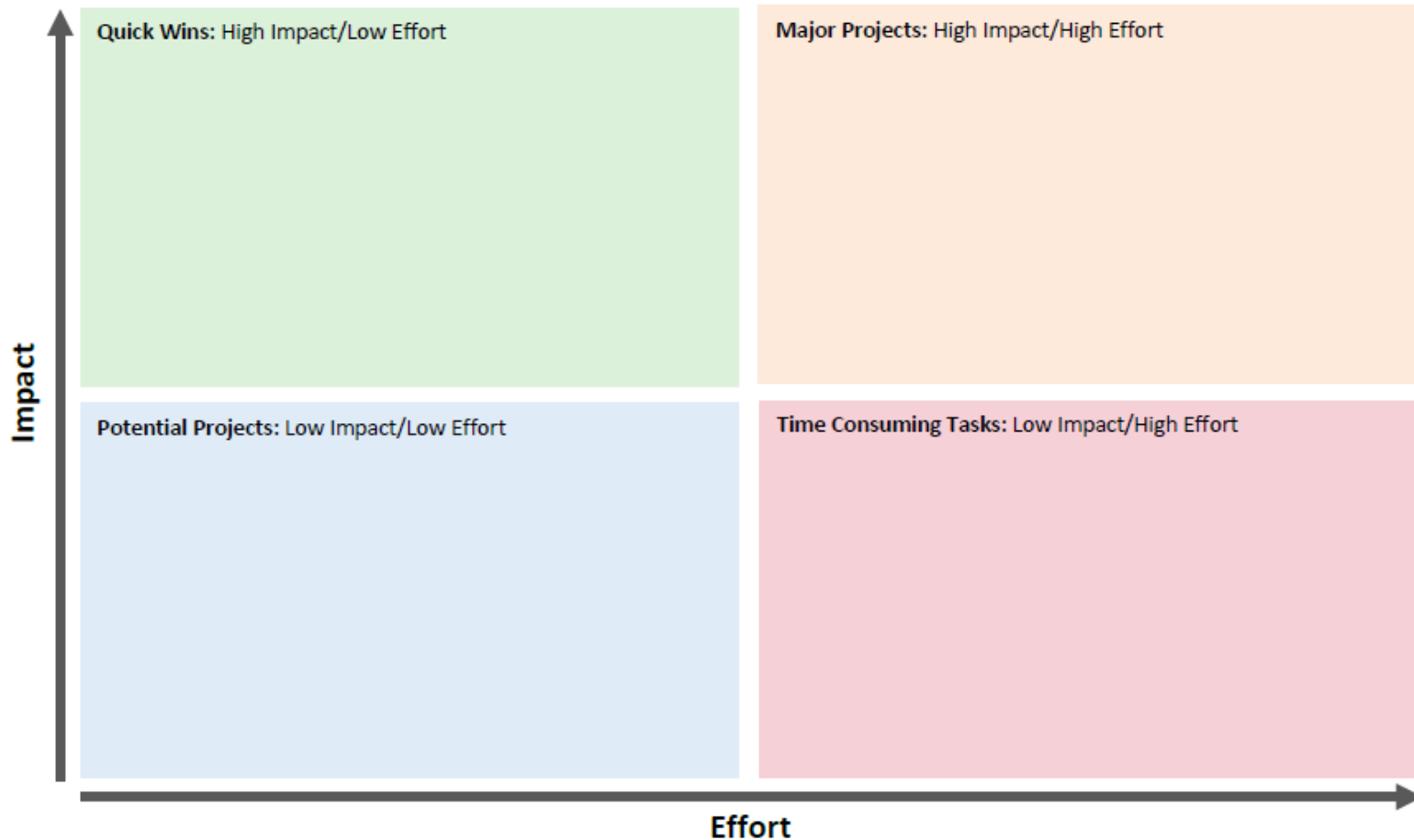


Templates available at:
hsag.com/hqic/quality-series

- Use correlative data and information as the foundation to build your problem statement.
- Identify interventions or corrective actions.

HSAG Eisenhower Matrix/ Prioritization Matrix

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.



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:		<p><i>Clearly state the aim/goal that you are trying to accomplish.</i></p> <p><i>The aim should be SMART:</i></p> <ul style="list-style-type: none"> • <i>Specific</i> • <i>Measurable</i> • <i>Attainable</i> • <i>Relevant</i> • <i>Time-Bound</i> 					
ITEM	ROOT CAUSE	PLAN	RESPONSIBILITY	DATE DUE/COMPLETED	MEASUREMENT PLAN	STATUS	RESULTS/LESSONS LEARNED
<i>Identify key areas for improvement.</i>	<i>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.</i>	<i>Identify plan for accomplishing the improvement in each area identified for change.</i>	<i>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.</i>	<p><i>Set deadlines. Identify when completed.</i></p> <p><i>Due (D)</i></p> <p><i>Completed (C)</i></p> <p><i>D—xx/xx/xx</i></p> <p><i>C—xx/xx/xx</i></p>	<i>Describe the plan to collect information to evaluate the results and to monitor progress.</i>	<i>Describe the status of progress over time</i>	<p><i>Plan-do-study-act (PDSA)</i></p> <ul style="list-style-type: none"> • <i>Record what you have learned.</i> • <i>What has worked/not worked?</i> • <i>Identify changes you would make to your project plan and plans you have moving forward.</i> • <i>Identify potentials to spread good practices across your organization.</i>

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!

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