Quality Improvement Organizations
Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES

HSAG HEALTH SERVICES ADVISORY GROUP

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	**Specific**	• What do you want to accomplish? • Who will be involved? • Where will it take place?
M	**Measurable**	• What is the measure you will use? • What is the current data for that measure? • What do you want to decrease/increase that number to?
A	**Attainable**	Did you base the measure or figure you want to attain on a particular best practice/average score/benchmark?
R	**Relevant**	How does the goal address the problem?
T	**Time-Bound**	What is the target date for achieving this goal?

Sample SMART Goal: *By end of Quarter 3 2023, ensure 90 percent of discharges to home include a discharge summary and medication reconciliation to the primary care physician (PCP).*

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: _____

_____