

Improvement 101

By: Kelly R. Archer



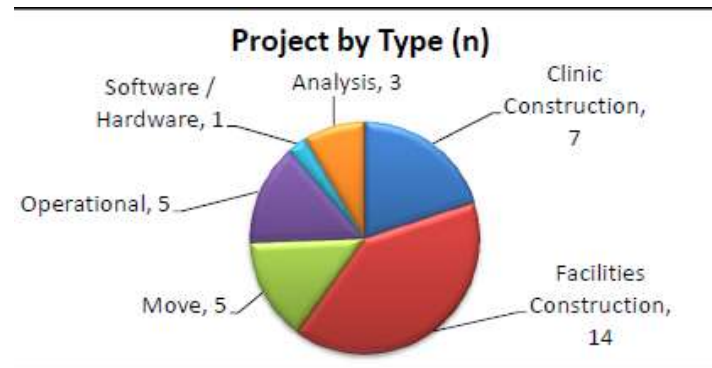
Agenda

- About Me
- Model for Improvement
- What are we trying to accomplish?
- Improvement Toolbox
- Next Steps with Improvement

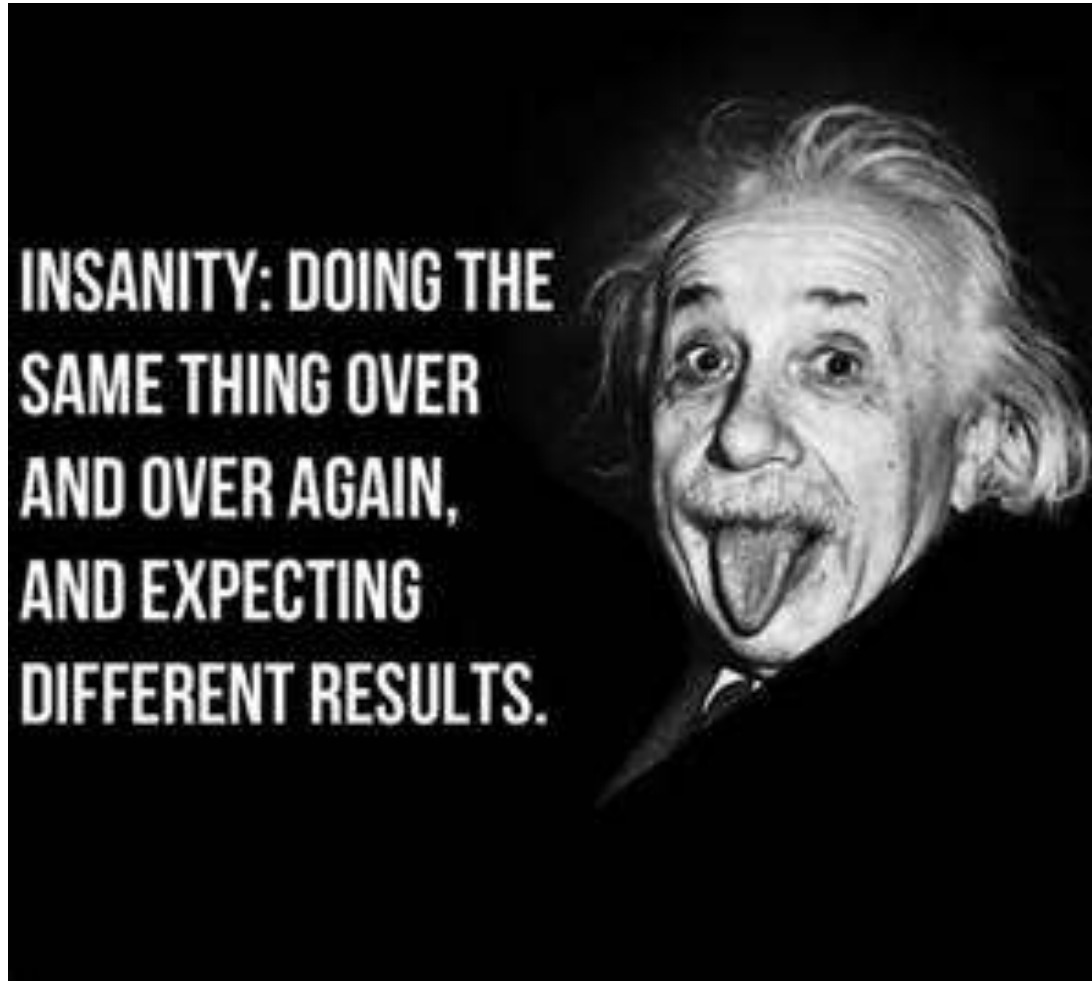


About Me

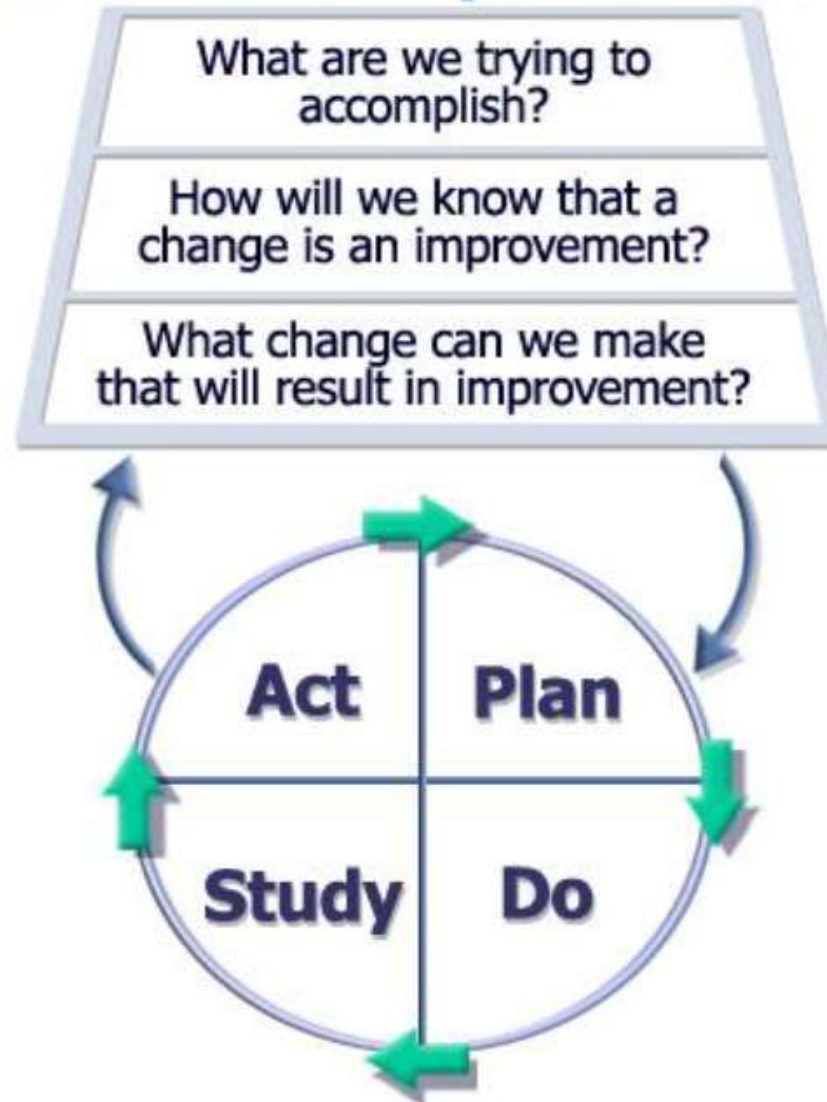
- Education
 - Alum of University of Wyoming
 - Bachelors in Economics - double minor in Marketing & Statistics
 - Masters in Applied Statistics
- Current Role in this Work
 - Local Improvement Advisor and Coach
- Previous Work Experience
 - Environmental
 - Social Science
 - Education
 - Healthcare
- Day Job
 - Director of Project Management Office



Have you been here?



Model for Improvement



Langley, et al, The Improvement Guide, 2009

Model for Improvement



What are we trying to accomplish?

1. Who are we worried about?
 - a) **WHO? Our population of interest**
 - b) **WHAT? What makes us worry about them?**
 - c) **WHERE? Where are these people?**

Improvement Toolbox

Tool Categories

- Team Decision Making
- Planning
- Process mapping
- Information gathering
- Organizing information
- Charting data
 - Understanding variation
 - Understanding relationships



Improvement Tool

Nominal Group Technique

- First Step
 - Individual silent brainstorming
 - One idea per sticky notes
- Second Step
 - Discuss as a group
 - Remove duplicates and combine ideas
- Third Step
 - Place remaining ideas on wall
 - Score
- Fourth Step
 - Add up score
 - Highest Score = Most important



What are we trying to accomplish?

1. Who are we worried about?

Teenagers

High school students

Babies
Clarify to Newborn to Age 4

Single Moms
COMBINE
as
Single Parents

Single Dads

Duplicates,
Label as
Teenagers

Teenagers

Children
Clarify to Children 5 to 12

Elderly

Families

WHO?



What are we trying to accomplish?

1. Who are we worried about?

K: 6	Teenagers	K: 5	Single Parents	K: 4	Newborns to Age 4
J1: 6					
S: 6					
J2: 6					

K: 3	Elderly	K: 2	Families	K: 1	Children 5 to 12
J1: 4					
S: 4					
J2: 4					



NOW – Score them!
6 = Most Important
1 = Least Important

Why 6?

There are six options here! If you have 10, use 10!

What are we trying to accomplish?

1. Who are we worried about?

K:	6	
J1:	6	Teenagers
S:	6	
J2:	6	



Add up scores: $6+6+6+6 = 24$
Teenagers Score = 24

What are we trying to accomplish?

1. Who are we worried about?

FOCUS

Teenagers

Score: 24

Single Parents

Score: 11

Newborns to Age 4

Score: 11

Elderly

Score: 15

Families

Score: 11

Children 5 to 12

Score: 10

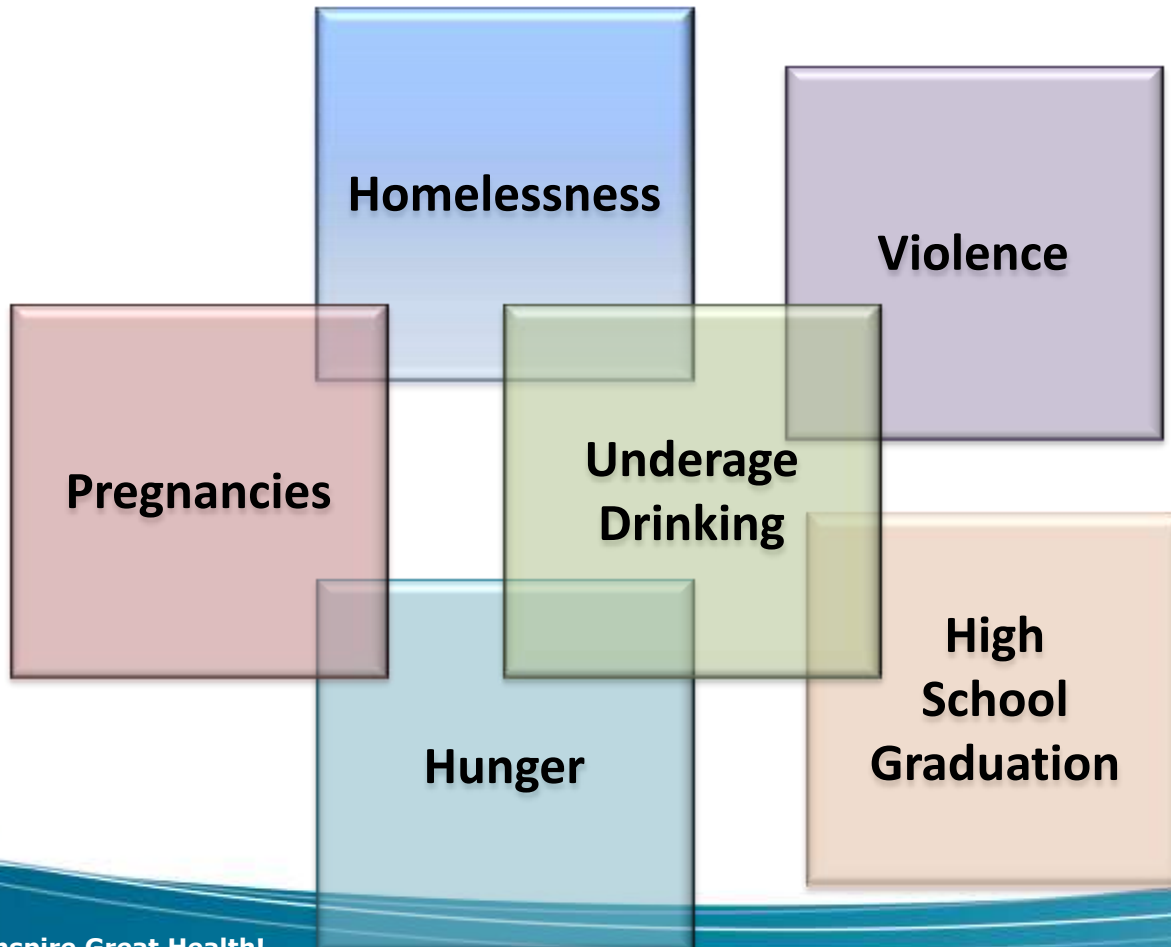


What are we trying to accomplish?

1. Who are we worried about?

a) **WHO? Teenagers**

b) **WHAT? What makes us worry about them?**



What?

What are we trying to accomplish?

1. Who are we worried about?
 - a) **WHO? Teenagers**
 - b) **WHAT? Homelessness**
 - c) **WHERE? Where are these people?**



What are we trying to accomplish?

1. Who are we worried about?

- a) **WHO? Teenagers**
- b) **WHAT? Homeless without a parent or guardian**
- c) **WHERE? Great State of Wyoming**

Other Examples:

- **Teenagers that are homeless without a parent or guardian (i.e. unaccompanied) in Fremont County School District #1**
- **Children aged 5 to 12 that are hungry in Rawlins, Wyoming**
- **Families without affordable housing in Natrona County, Wyoming**
- **Babies to children aged 4 not receiving wellness checkups in Wright, Wyoming**

What are we trying to accomplish? (cont.)

2. What conditions of well-being do we want for them?

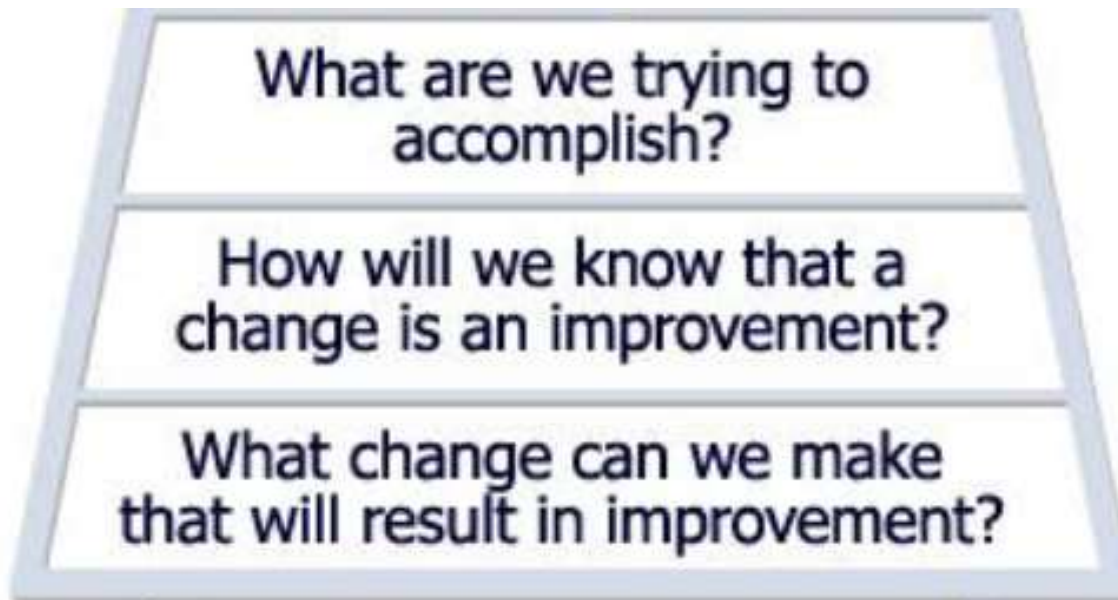
Examples:

- Fewer instances of homeless teenagers
- Increase in community resources (which ones?)
- Increase in stable home environments (how?)



What are we trying to accomplish?

Increase stable home environments for **teenagers** that are **homeless without a parent or guardian** in the **Great State of Wyoming**



Next Questions:

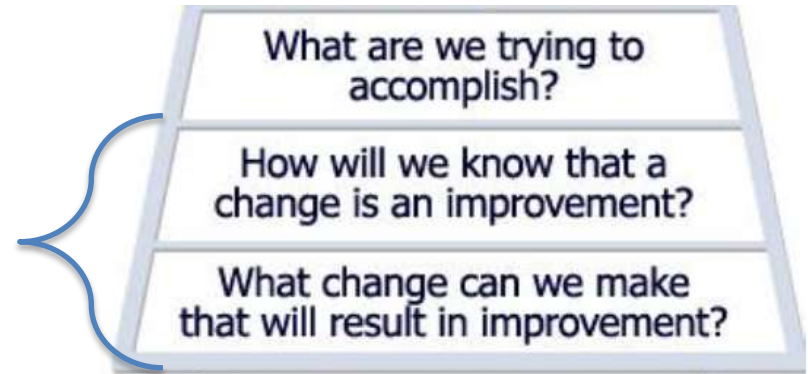
How Much?

When?

Next Steps with Improvement

- Figure out how to answer these questions:
 - **How Much**
 - **By When**

- Dive into next questions



- Practice a variety of improvement tools based on your feedback

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