

ual:

Outreach Quality Improvement Plan Builder

This document is to be used in conjunction with the Outreach Quality Standard. Please note below which Area, Aspect and Element you are considering below:

Area:

Aspect:

Element:

Step 1 What is your root-cause issue? *What have you identified that requires improving?*

Area	Issue	Next review date

Step 2 State your ultimate intended impact – your ‘gold standard’ – once your issue has been resolved. *(A compact blue-sky statement. You may wish to copy this from the Quality Standard document)*

Intended impact statement

Step 3 What indicators could you use to show that you are making progress? When would you need to monitor these indicators? Where would you want the indicator to be (percentage/judgement) at the point at which you monitor it? These are your ‘milestones’. *(Aims throughout)*

Milestone and date set	Target and date set	Achieved?
1.		
2.		
3.		

Step 4 At the end of your quality-improvement journey, what indicators would you need to let you know whether you’d finally resolved the issue? Does this differ from ‘step 3’?

Action – What are we going to do to achieve our intended impact?	Supporting team members	Diary date/s
1.		
2.		
3.		

Step 5 What progress has been made/what have you learnt?

Progress	Diary date/s
1.	
2.	
3.	

Please note: Not all activity will fit into the steps above. Please use the above as a basis to structure your plans, activity and outcome. Please include observations and reflections along the way.