

# Digging Deeper: Getting to Action

---



Megan Call, PhD  
Resiliency Center

# Support & Resources Available

- Faculty Development & Academic Affairs
- **Human Resources**
- **Organizational Development**
- Patient Experience
- **Resiliency Center & Osher Center for Integrative Health**
- **University Health Equity, Diversity & Inclusion**
- University of Utah Medical Group
- **Value Engineers**

# Next Steps Guide

Project Title:

**Problem Statement: What is the problem you are trying to solve?**

State "what", not "why". Do not include goal or implied solution.

**Target State: SMART Goals**

Specific, Measurable, Achievable, Relevant, Time-bound

**Current State: Describe using metrics, if possible**

**Analysis: What are the root causes between current state and target state?**

May include visuals such as cause/ effect diagram, process map, charts

Sponsor(s):  
Leader(s):

Team Members:  
Coach:

**Key Drivers**

**Interventions**









**Sustain/ Maintenance Plan**

Activity to sustain	Owner	Sustain method & frequency	Report to

What structures are embedded in the management system to ensure that these changes will be continued in perpetuity? Whose job will it be to ensure the change is sustained? How will they carry that out? Who is that person's supervisor?

**Reliability Level:**

1. Individuals: Feedback, checklists, training, basic standards
2. Procedures: Embedded standard work, reminder, constraint
3. System/ culture: Process redesign, built-in quality, automate systems, fail safes, physical structure, social norms

**Maturity Bars:**

1. Untested data
2. Early tests/ PDSA
3. Multiple PDSAs if safes
4. Early implementation
5. Working well in operation



Adapted from Stanford Medicine

**Wellness Champions Foundations Course**  
**Digging Deeper: Getting to Action Guide Sheet**

• What problem am I trying to solve?

• Why is it a problem?

• What is causing the problem?

• Which problem-solving method would best apply to my project?  
Just Do It  
PDSA

• What is my proposed solution or is that something I need to figure out?  
Complex Problem Solving

• What is my locus of control in this effort? Is that enough to impact?

• How will I know if the solution worked? What data do I need support this project?  
What resources and support do I have? What resources and support do I need?

• Who do I need to talk with to get support or ensure this project is a success?

• What are my next 1-3 steps after the Wellness Champions Foundations Course?

# Digging deeper: Getting to action

## Round 1: 20 minutes

- Work through one of the next steps guides individually or in your group
- Consult with a change expert
- Check out the toolkits: <https://accelerate.uofuhealth.utah.edu/>
  - Quality Improvement
  - Resilience Toolkit

## Round 2: 20 minutes

- Work through one of the next steps guides individually or in your group
- Share your next steps guide with someone else or another group
- Consult with a change expert
- Check out the toolkits: <https://accelerate.uofuhealth.utah.edu/>
  - Quality Improvement
  - Resilience Toolkit