

## Case Study and Questions

- Following an outbreak of COVID-19 in the facility the IDT determined the source of the outbreak and that screening policies were unclear and unreliable. The team decided to initiate a Performance Improvement Plan (PIP) to improve screening policies in order to prevent subsequent outbreaks.



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## SMART Goals

- Specific** goals clearly define who will benefit from the goal and what the team wants to accomplish.
  - A specific goal should answer the five "W" questions:
    - What do I want to accomplish?
    - Why is this goal important?
    - Who is involved?
    - Where is it located?
    - Which resources or limits are involved?

<https://www.cms.gov/files/document/cmprp-toolkit-3-guide-staff-satisfaction.pdf>



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## SMART Goals

- ▶ **Measurable** goals provide direction to your team and allow them to document progress.
  - ▶ A measurable goal should address questions such as:
    - ▶ How much?
    - ▶ How many?
    - ▶ How will I know when it is accomplished?

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## SMART Goals

- ▶ **Attainable** goals are achievable, but still require effort.
  - ▶ An attainable goal will usually answer question such as:
    - ▶ How can I accomplish this goal?
    - ▶ How realistic is the goal, based on other constraints, such as financial factors?

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## SMART Goals

- ▶ **Relevant** goals align with the team's stated vision.
  - ▶ A relevant goal can answer "yes" to these questions:
    - ▶ Does this seem worthwhile?
    - ▶ Is this the right time?
    - ▶ Does this match our other efforts/needs?

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## SMART Goals

- ▶ **Time-bound** goals provide a timeline for when the team expects to achieve its goals, and are clear and specific to keep teams on track.
  - ▶ A time-bound goal will usually answer these questions:
    - ▶ When?
    - ▶ What can I do today? Six weeks from now? Six months from now?

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# SMART Goals

## Examples of SMART Goals

- In six months (T), we will decrease nosocomial infections (S,R) by 25 percent (M) by implementing hand hygiene practices.
- In three months (T), we will see a 20 percent reduction (M) in employee shift call offs (S,R) by involving staff in scheduling (A).

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## Performance Improvement Project (PIP) Guide



Start Date	Review Date(s)	Complete Date	PIP Squad Members
1/13/2021	1/27/2021	02/10/2021	1. Click or tap here to enter text. 2. Click or tap here to enter text. 3. Click or tap here to enter text. 4. Click or tap here to enter text. 5. Click or tap here to enter text. 6. Click or tap here to enter text. 7. Click or tap here to enter text.
<b>Project Leader</b> Director of Nursing	Click or tap to enter a date.	Click or tap to enter a date.	
<b>Key Area for Improvement</b>	Screening for COVID-19.		
<b>Goal:</b> Specific Measurable Action-Oriented Realistic Time Bound	In one month, we will reduce new COVID-19 outbreaks by 75 percent, by adapting screening policy and procedure.		
<b>What is the Root Cause(s) for the problem? Ask 'Why is this happening?' 5 times. If you removed the root cause, would this event have been prevented?</b>			
Outbreak of COVID-19 due to asymptomatic vendor (x-ray tech): Why does this occur: 1. WHY? Screening indicated exposure but vendor still entered facility. 2. WHY? Facility staff reviewing screening form did not report exposure to appropriate leadership. 3. WHY? Facility policy did not indicate no entrance for exposure but only for symptoms. 4. WHY? Vendors are required to wear N-95 masks with full PPE when entering facility. 5. WHY? N-95 mask was not fit-tested and vendor unclear on PPE policy.			



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