

LEARNING LAB

Welcome back to the Learning Lab. I'm Doc Studnek...

Class, we've already tackled the exciting world of Planning Process and Strategic Objectives. As we move onto the next unit, let's close our laptops and meditate on how we can make this world a better place for you and me (as Estelle's, Conqueror plays in the background)... Now all jokes aside, there are a lot of great ideas out there about how we can improve our agency. From patient care, employee satisfaction to operational efficiency, we want to identify the good ideas and turn them into projects. These projects help us to improve our Agency.

Unfortunately, we cannot turn every idea into a project. With limited project work resources, we want to be certain that the ideas we choose provide us with real improvement. The first step, in moving from idea to project, is what we call a **Pull Card**.

Developed many years ago, the pull card strategy was designed to control the flow of parts into a production system. Medic uses this improvement strategy process to control the number of ideas that are put into our project management system. A pull card consists of three pieces:

1. A project aim
2. A rationalization for why the idea needs to become a project
3. An estimated amount/type of resources needed to complete the work

Arguably the most important part of a project is the **Aim Statement**. Preferably, the aim statement is determined very early in our project management process and answers three key questions:

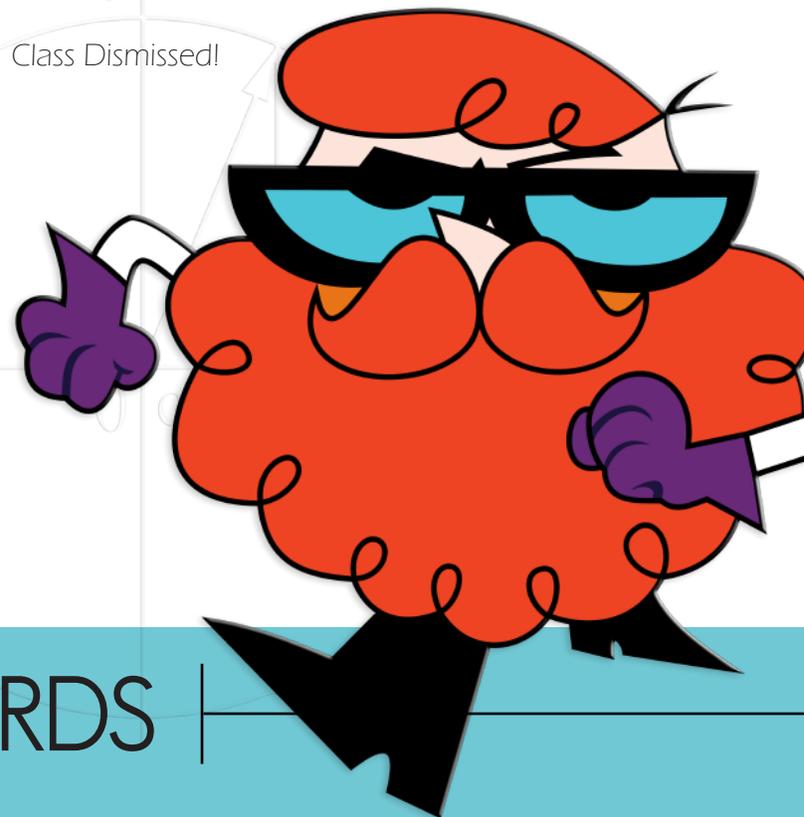
1. What do you want to change?
2. By how much do you want to change?
3. How long will change take?

Often the most difficult piece of an aim statement is getting to the "what". A lot of ideas that are presented come through as: *we should buy this or we should do these activities*. Actually, this is the "how" of an improvement activity. In an aim statement, we want to know why we should make a particular purchase and what will it specifically improve.

For example, there may be a recommendation to improve cardiac arrest. The first question that probably comes to mind is, "What do you want to change?" A quick response may be, "We want to place QCPR monitors with all AEDS" (the how). However, a clearer statement may be, "We want to improve the quality of first responder CPR" (the what). The first statement talks all about the "how" while the second statement articulates "what" we want to change. This small distinction may provide us with different methods of achieving that aim.

Next week, we will discuss the other points of the aim statement and the remaining two pieces of our project pull card. If you have any questions or topic suggestions, please email Tiffany at tiffany@medic911.com.

Class Dismissed!



PULL CARDS