



TOOL



3 RIM Questions for Success



PURPOSE

What does your unit-based team want to achieve from its improvement work? The Rapid Improvement Model uses 3 fundamental questions to help teams define their objectives and develop a framework for measuring success.



When to Use

Use this tool for process improvement work to help the team determine what measures it will use to determine whether there is improvement, and what changes they can make to lead to an improvement.



Who Uses

Co-leads



How to Use

1. Work with your team to answer each of the questions on the template.
2. Chart your team's responses as you complete the template.
3. Have a scribe take notes so you can refer to this information for future reference.

CONTINUES ON THE BACK 



TOOL (continued)

What are we trying to accomplish?

What is the overall aim of what we are doing? What are we hoping to improve? (Examples: Increase the ability of the patient to access care. Improve how we use the skills of team members. Use our appointment capacity more efficiently.)

How will we know that a change is an improvement?

What will tell us that our changes make things better than they were before? What can we measure that will demonstrate that our changes are actually an improvement? What data (opinions, observations, process data, and results) will be useful?

What changes can we make that will lead to an improvement?

Include all the ways you can work toward your objective, so that you can develop plans for Plan, Do, Study, Act cycles. Think about what has worked for other people, the ideas you have yourself, and remain open to innovative approaches.