



PERFORMANCE IMPROVEMENT TOOLS: A GLOSSARY

UBT Tracker refers to a variety of performance improvement tools. This cheat sheet provides a quick overview of each tool and when to use it, as well as where you can find the tool online.



Understanding a Process or Problem

Process Mapping: A visual representation of a process or workflow. Creating a process map can help your team understand all the steps in a process and highlight which steps might be causing problems. Get the tool: [LMPartnership.org/tools/creating-process-map](https://lmpartnership.org/tools/creating-process-map)

Fishbone Diagram: Helps identify the root causes of problems in a process. It's sometimes called a cause and effect diagram. It provides a framework for organizing root cause ideas by categories such as people, methods and materials. Get the tool: [LMPartnership.org/tools/fish-out-your-root-cause](https://lmpartnership.org/tools/fish-out-your-root-cause)



Planning

PICK Chart (prioritization matrix): Use this chart to decide which projects to focus on first—starting with work that has high impact and is relatively easy to do. Get the tool: [LMPartnership.org/tools/pick-your-priorities](https://lmpartnership.org/tools/pick-your-priorities)

Driver Diagram: Displays what “drives” or contributes to the achievement of a project goal. It shows the relationship between the project’s overall goal and the primary drivers that contribute directly to achieving the goal, as well as secondary drivers and specific change ideas. Often used for planning a project and communicating about it to stakeholders.

Pareto Chart: A bar graph that shows which aspects of a problem are significant and which are trivial. It helps your team know where to direct improvement efforts. Reducing the largest bars identified in the chart will do more for overall improvement than reducing the smaller ones.

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Reducing Waste and Errors, Improving Organization

6S: A method for organizing a work space for efficiency. It has six steps: sort, set in order, shine, standardize, safety, and sustain. Get the tool: LMPartnership.org/tools/6s-tame-chaos-workplace

Waste Walk and Frontline Waste Tools: Waste is anything that doesn't add value to a process. In health care, it includes things such as waiting, searching, rework and wasted motion. Waste tools help eliminate waste and streamline processes. Waste walks are planned visits through a work area to observe processes and identify waste. Get the tool: LMPartnership.org/how-to-guide/do-waste-walk

Task Standardization: An approach that involves breaking down each step of an activity and creating specific descriptions of the steps so everyone performs the activity the same way every time it's done. Often used to improve workplace safety. Learn more: LMPartnership.org/stories/safety-silver-platter

Spaghetti Diagram: A visual that uses a continuous line to show the path a person or object takes as they move through a process. It's used to expose unnecessary travel between steps in a process or an inefficient layout of a physical space, such as a hospital department.



Developing Ideas to Test

Brainstorming: A technique used to generate ideas. Brainstorming involves everyone, permits new and unusual ideas to surface, produces many choices, encourages synergy and discourages negative input. Get the tool: LMPartnership.org/tools/brainstorming

Voice of the Customer: Kaiser Permanente members and their families bring new perspectives about the care experience. Rounding on members, shadowing a member and inviting a member to a team meeting are a few ways to get your customers' insights about how they experience your department. Get the tool: LMPartnership.org/tools/incorporating-patients-voice-ubt-work

Game On: A fun way for teams to select wellness goals together during an interactive one-hour session. Teams can choose one of three topics to focus on: Physical activity, healthy eating or stress management. Get the tool by visiting kp.org/healthyworkforce and clicking on Team Wellness Tools.



Testing Changes

RIM+ and PDSA: The Rapid Improvement Model Plus (RIM+) provides you and your team an easy, structured way to identify and test ways to improve performance. PDSA is shorthand for RIM+'s testing cycle: Developing a plan to test a change (Plan), carrying out the test (Do), observing and learning from the consequences (Study), and determining whether to move ahead with the change or try something else (Act). Get the RIM+ tool: LMPartnership.org/tools/ubt-rapid-improvement-model-template and a PDSA worksheet: LMPartnership.org/tools/rapid-improvement-model-pdsa-worksheet



Displaying Data

Run Chart: A line graph of data plotted over a period of time. By collecting and charting data over time, you can see trends or patterns and understand whether your test of change is working. Get the tool: LMPartnership.org/tools/nine-steps-create-storytelling-run-chart

Control Chart: A line graph of data plotted over a period of time. It's similar to a run chart, but the control chart includes upper and lower control limit lines to help you understand whether your process is stable, or "in control."

