

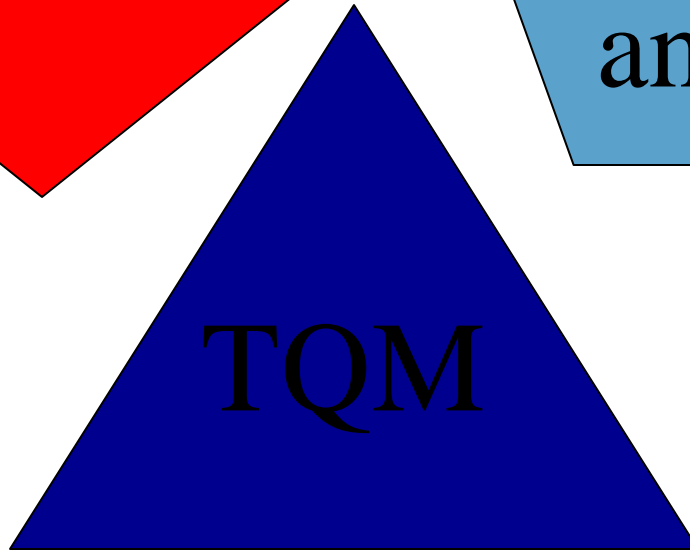
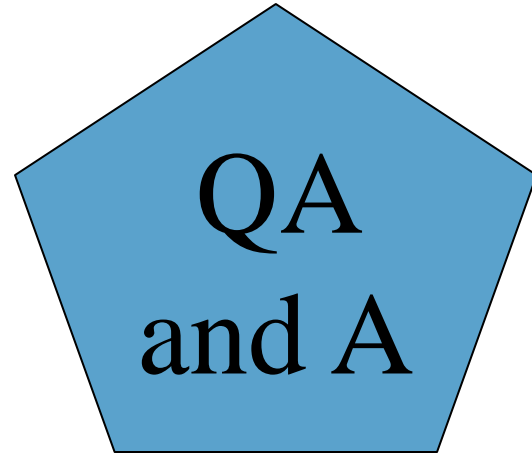
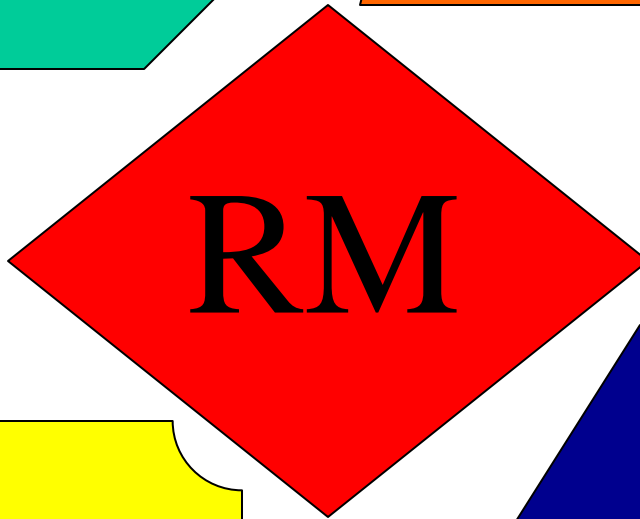
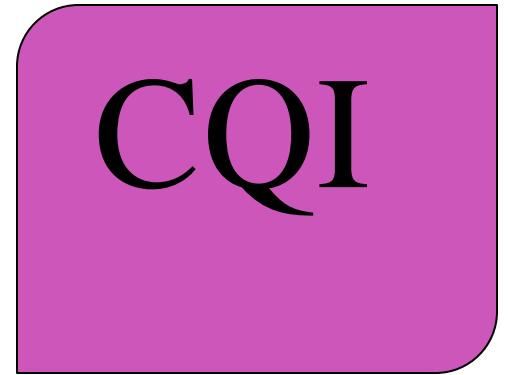
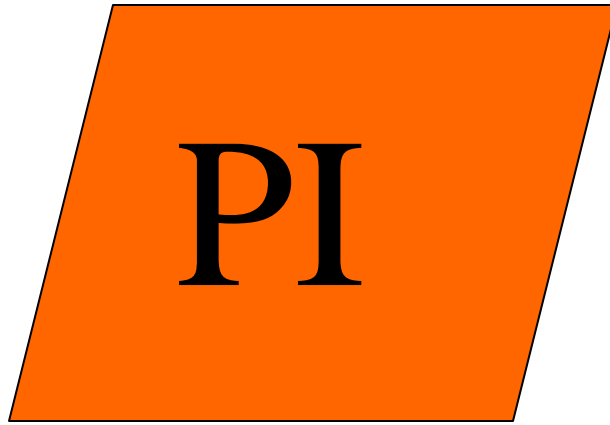
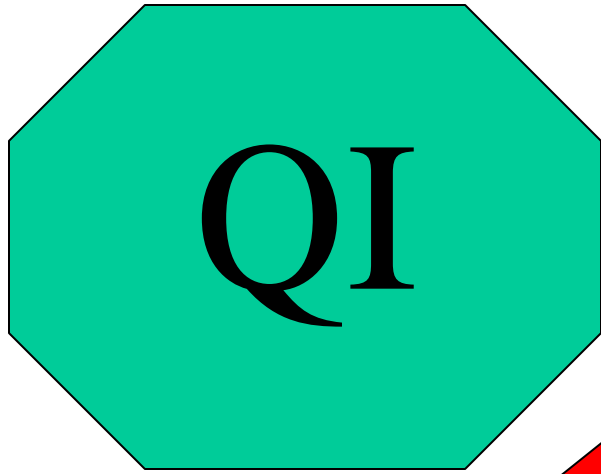
Chapter/District Achievement Award:

It's all about

IMPROVEMENT!

Chapter/District Achievement Award

Goal: The Chapter/District Achievement Award provides esteemed recognition for a chapter or district that has used the Scientific Method to improve its programs and services.



Quality Assurance

- Reactive
- Single episode
- Organizational mistake
- Prevents something from happening again
- Sometimes anecdotal
- Retrospective
- Monitoring based on audit
- Sometimes punitive

Performance Improvement

- Proactive
- Aggregate Data
- Organizational process
- Improves overall performance
- **Always measurable**
- Concurrent
- Monitoring is continuous
- **Positive change**

Example of QA

- Our chapter lost its viability status.
“We’re going to QA that.”
- The state board rejected the CE certificates we awarded last year.
“We’re going to QA that.”

Example of PI

- Our student member rate is 2% of members. “Let’s improve our performance by 5% in the next 12 months.”

Application Guidelines

- Select a project developed by the chapter/district to address a member need or chapter/district objective.
- Preference is given to those *initiatives that are quantifiable* and support the mission of ACHCA and its strategic objectives.
- A chapter/district may be nominated for multiple programs – simply complete a separate application for each nomination.

Suggested Chapter/District Improvement Areas

- Membership Recruitment (% increase)
- Member Retention Program (% increase)
- Member Communication (increase in frequency/quality)
- Student Involvement (% student member increase; student association/group partnership increase; innovative student programming, etc.)
- Cultural Diversity Membership Recruitment (% increase)
- Educational Offerings (increase in # of offerings; increase in # of participants; Innovative educational offerings, etc.)

Suggested Chapter/District Improvement Areas (2)

- Business Affiliate, Sponsor or Partner Recruitment (# or % increase)
- Vendor Relations (# or % of increase in sponsors or sponsorship revenue; innovative vendor relations, etc.)
- Leadership Development Initiatives (AIT program development; Chapter/District development, etc.)
- Professional Advancement (# or % increase of ACHCA Fellows or Certified administrators)
- Public Awareness, Outreach or Service (indicate measurable success)
- Other chapter initiatives that are measurable and quantifiable

Quality Assurance Performance Improvement Techniques

- Identify *meaningful* area for improvement – things people care about!
- Benchmark/measure the starting point
- Decide what the target or improvement will be
- Figure out what processes will impact change
- Choose a solution that makes sense
- Implement the solution
- Use “Plan-Do-Study-Act Cycle” for improvement
- Monitor

The Model for Improvement

- What do you want to change?
- How will you know that you were successful?
- What do you have to change?

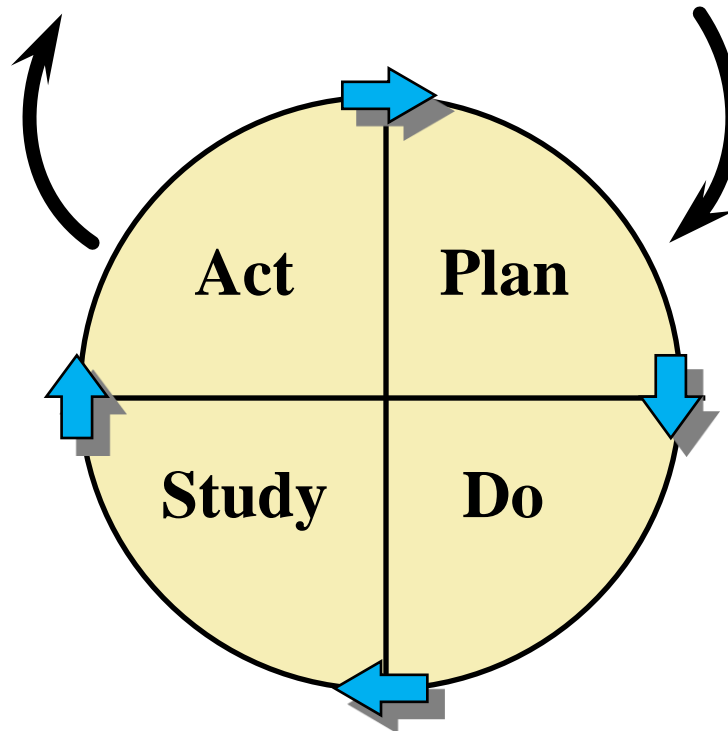
Model for Improvement

What are we trying to accomplish?

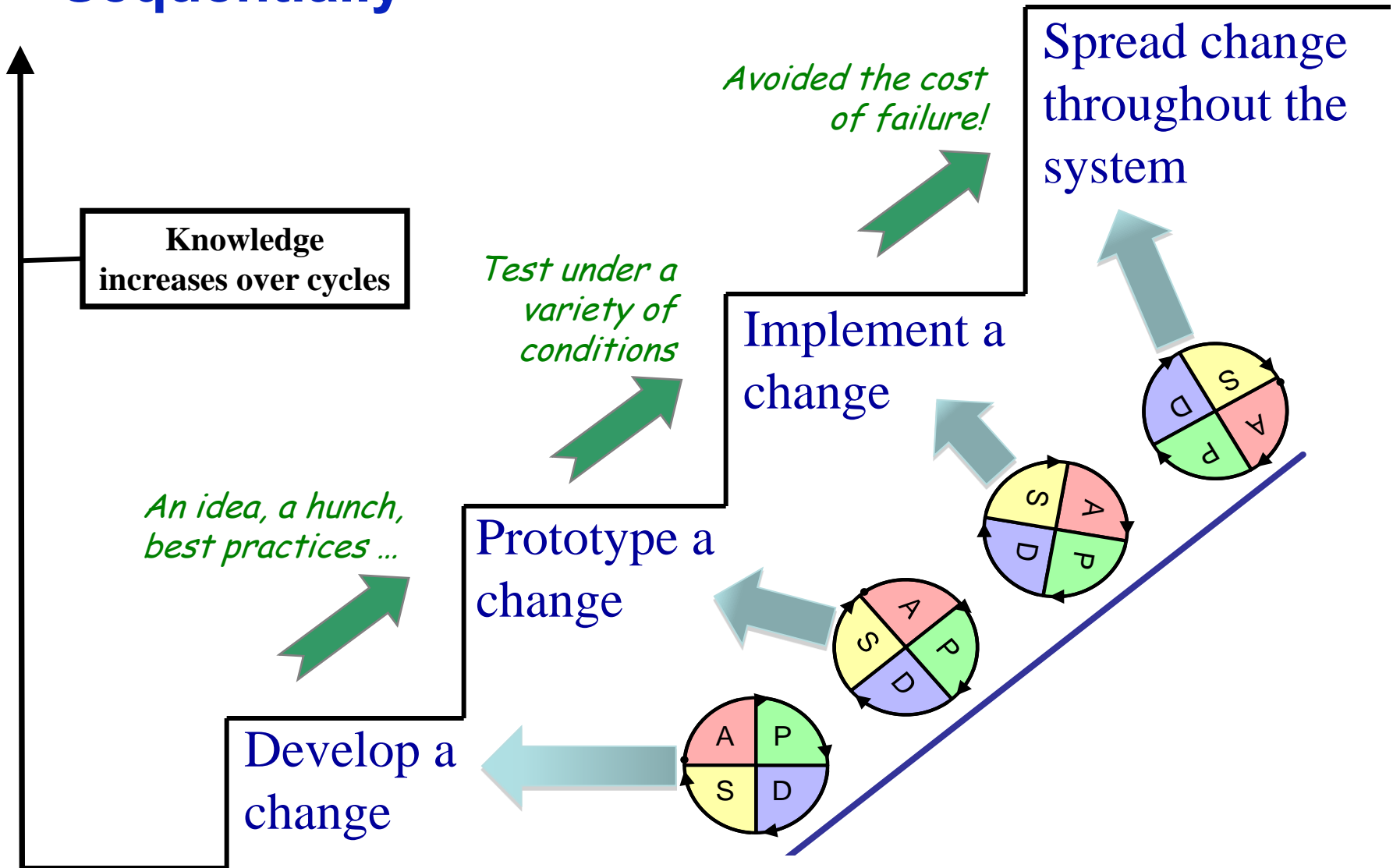
How will we know that a change is an improvement?

What changes can we make that will result in improvement?

- “Shewhart Cycle”
- Used to be PDSA
- 3 **reasonable** questions
- Answered in any order
- PDSA cycles to ...
 - Build knowledge
 - Test changes
 - Implement
- Always applicable!
- Provides a clear consistent language among staff
- Not extra work ... but ..
- No failure!



Making Change by Building Knowledge Sequentially



Running PDSA Cycles to Build Knowledge, Test Change or Implement and Idea

“What’s next?”

Adopt, Adapt or Abandon Idea?

NO FAILURE!

Act

- Adopt = implement
- Adapt = tweak & retest
- Abandon = **check do!!!**

Plan

- Objective
- Questions WITH predictions for each
- Plan to carry out the cycle (who, what, where, when)
- Plan for data collection

“I’ve got an idea to test!”

More Testing = More Knowledge!

Study

- Compare data to predictions
- Summarize what was learned

Do

- Carry out the plan
- Document problems and unexpected observations
- Begin analysis of the data

“Let’s try it!”

“Are we doing our plan?”

“Does our data support our prediction?”
(SCIENCE)

What is an Improvement?

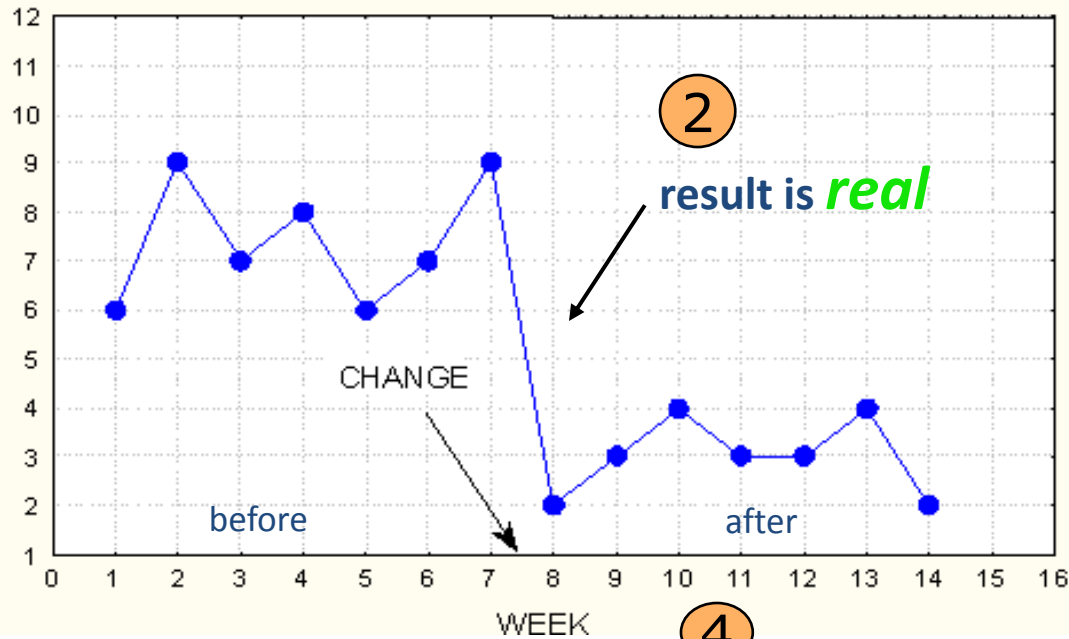
3

On an indicator that matters to the organization

Member Attrition

1

Improvement is the result of some change in process ...



4

and it is *sustainable*

The Three Questions of the Model for Improvement

How will you know a change is an improvement?

A good operational definition is **great** if:

*You give it to **10** different people,
they measure the same thing*

... and ...

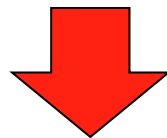
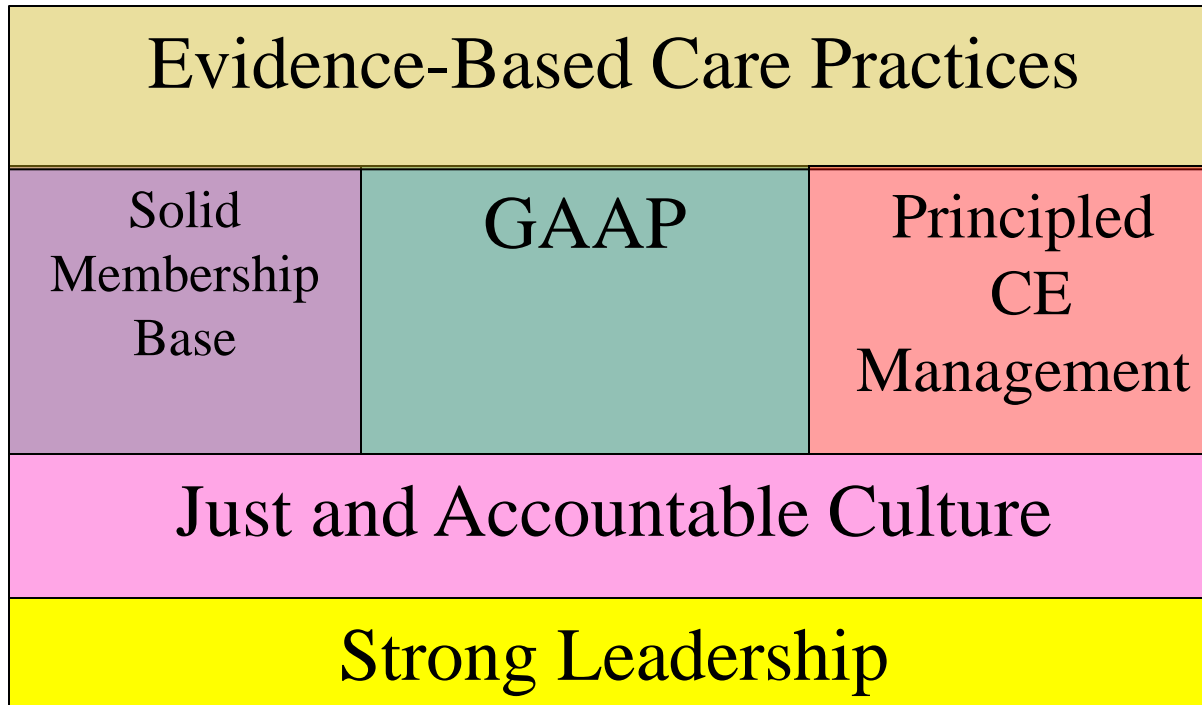
everyone comes up with the same results.



A Model for Change

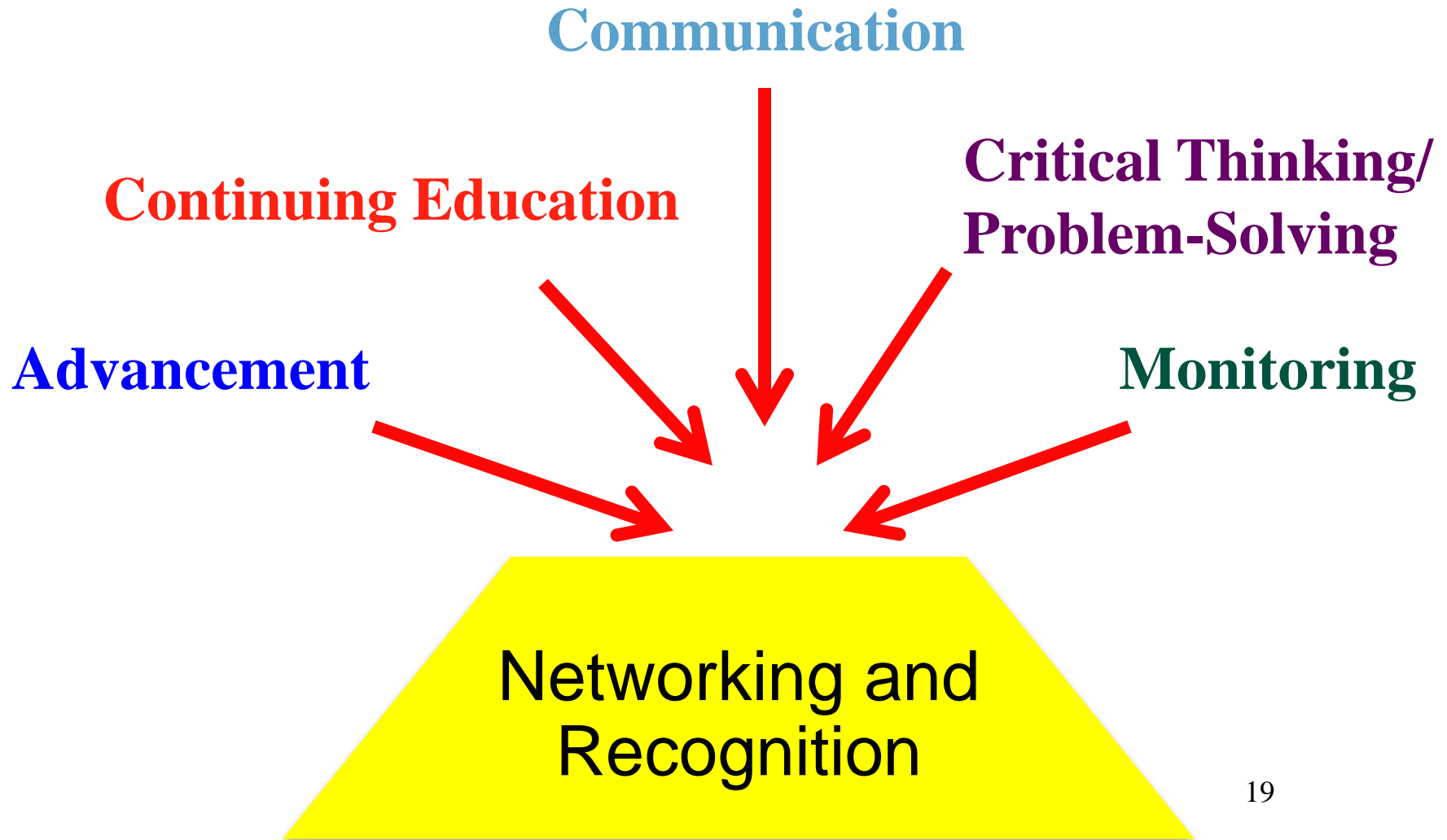


First, Build the Foundation...



Organizational Workplace Practices

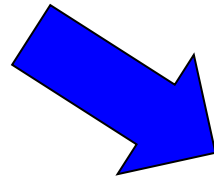
Second, Provide Meaningful Member Benefits



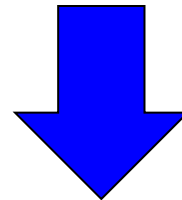
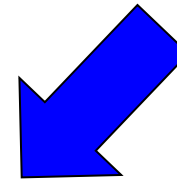
Third, Do it the Best Way We Can...

**Quality
Assurance**

**Performance
Improvement**



**Structure
Process**



Outcomes

Science of Change... What's that?

- Follow the Scientific Method
- Hypothesis
- Measure

We use these techniques all the time...

Losing Weight

- *Want to lose weight*
- *Stand on the scale – benchmark*
- *Set a goal*
- *Figure out why you gained weight*
- *Choose the best solution*
- *Try it*
- *If it doesn't work, you try something else*

Performance Improvement

- Is almost always measurable
- Usually looks at a population or unit
- Aims are time-specific and measurable
- Dependent on change
- Uses PDCA cycle to test small changes

Remember:

- *Not all change is improvement, but all improvement is change.*
- *Some is not a number and soon is not a time.*

The Three Questions of the Model for Improvement

Setting an “Aim Statement”



Parts to an effective “Aim statement”

Answering the 1st question of the MFI

“What are we trying to accomplish?”

“We will increase the number of chapter members who are certified by 5% before the end of Fiscal Year 2012.”

- Population
- Unit of Measure
- Time Expectation
- Goal

Application Review Criteria

Explanation of Criteria (scored on a scale of 1-4 by the Awards Subcommittee)

Chapter/District Affiliation Status	To what degree has the chapter/district demonstrated compliance with chapter affiliation requirements?
Feasibility and Replicability	The project can feasibly be completed by most chapters/districts. (Note: Consider total cost and volunteer leader time)
Generalizability	The results of the chapter/district achievement initiative are generalizable to other ACHCA chapters/districts.
Outcomes and Objectives	The extent of the chapter/district achievement initiative is supported by <u>data</u> that shows improvement or progress.
Chapter/District Commitment	The extent of the chapter's or district's commitment to the project. (In-Kind services or chapter funding).
Impact on chapter/district growth/membership	The extent to which the successful completion of this project has the potential to improve chapter/district growth and/or membership

Chapter/District Achievement Award Application

The Chapter/District Achievement Award application is available by clicking [here](#).