**Aspiring Coaches of Excellence (ACE) Collaborative**

**Practice Transformation Initiative**

**Improvement Project Storyboard**

The ACE final improvement storyboard should be a creative, visual representation of the work you have done during the entire program. Please plan to present your story in a power point presentation that can be easily translated to a large poster or tri-fold presentation board.

**Improvement Storyboard Purpose:**  To provide highlights of your ACE journey, both successes and challenges. The information on the board should serve as prompts for you to provide a verbal summary/presentation of the project and initiate discussion with others (peers, leaders, other organizations, etc.)

**REQUIRED STORYBOARD ELEMENTS:**

1. Project Identification
   * Title
   * Practice Facilitator/Organization and Logo
   * Medical Practice Name and Logo
   * Medical Practice Leads
   * Start/end dates
2. Project Description
   * Statement of the Problem
   * Business Case
     + Why this and why now? (Customer benefit, expected financial impact, etc.)
   * Narrative description of the project
3. Model for Improvement
   * What are we trying to accomplish?
     + Aim Statement
   * How will we know a change is an improvement?
     + Baseline Assessment Documentation:
       - Current Performance and other available data
     + Measurement Plan
       - Measures: Process, Outcome, Balancing
       - Collection: Frequency, Data Sources, Who
       - Reporting: Frequency, Who, Method
   * What change can we make that will result in improvement?
     + Baseline Assessment Documentation:
       - Driver diagram/Fishbone diagrams
       - “Current” and “future” state process maps
       - Voice of the customer
     + Evaluation and Prioritization of Change Ideas for Testing (Process, Tools, Considerations, etc.)
   * PDSA Summary: Outcomes and Learnings
     + History of PDSA iterations. (PDSA Tracker Worksheets)
     + Run Charts for each of your project measures
     + **Changes to implement and sustain**: Which change ideas worked so well that you are keeping them as new standard work for your team?
     + Standard Work Documentation
     + **Changes that didn’t work:** Boy, we’re glad we tested small! What change ideas *didn’t* work? What was your favorite fabulous disaster?
4. Lessons Learned:
   * Top Challenges to Success (either overcame or still wrestling with)
     + What were some of the most difficult things you encountered?
   * Patient Voice
   * Moments of epiphany, which *could* include some of the following elements:
     + What did you learn that surprised you? (“WOW, I never knew!”)
     + What stretched your thinking? (“CRAZY, I can’t believe that worked!”)
     + What did you discover that seemed obvious but wasn’t? (“Duh, why didn’t we think of that earlier?”)
     + Reflections on being an impactful coach
5. Looking ahead – how will your ACE experience inform your future work? Questions to consider:
   * Sustain (in the practice):
     + How close are you to meeting your Aim for your project?
     + How will you keep this effort going and get the changes to stick (sustainability plan)? (Workflow Design, Tools, Accountability, etc.)
     + What will you or a new team do to continue to improve?
   * Spread and Scale (in the practice and/or organization):
     + **Changes to spread to other teams and sites**: If you had a billboard to fill, which change ideas would you advertise to the world? Which have led to great results and are ready to move beyond being sustained, ready to spread to other care teams and other clinics?
     + What key learning will you bring forward into your future work and share with other teams? How will you apply your learning in other areas of your organization?
6. Personal
   * Learnings about yourself – strengths, skills, passion, etc.
   * How will your ACE experience impact your professional endeavors and goals?
   * How will you keep growing as a practice facilitator?
   * How will you grow other coaches?
7. Contact Information

**Other Materials:** Feel free to bring copies of documents, tools, resources, templates, or other materials that you developed and/or used that may be helpful to the other teams.

***Storyboard Handout:***  *Create a* ***one-page (8 ½” X 11”) handout*** *(can be two-sided) of your final Storyboard to share with fellow PTI participants. Consider this the written form of an “elevator speech.” If you only had 3 – 5 minutes to share the most important elements of your project with someone, what would they be?*