

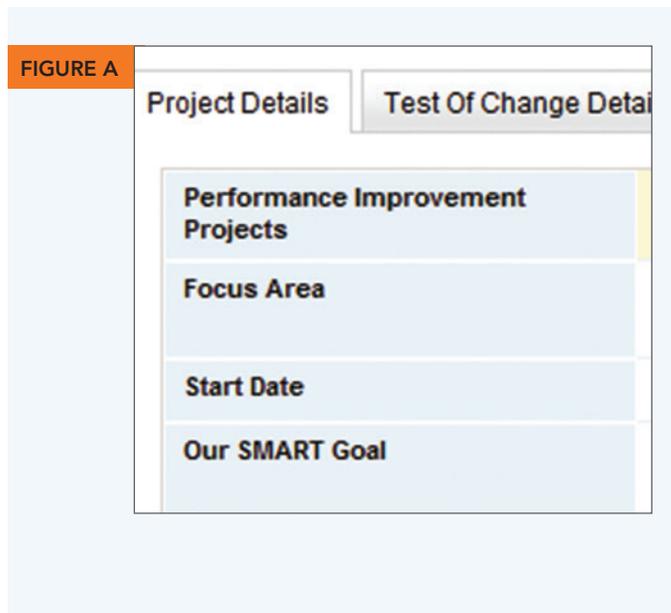
## Help UBT Tracker be all it can be

### Tips for entering good descriptions and other information

The UBT Tracker is designed to make it simple to share successful practices, supporting teams as they use the plan, do, study, act (PDSA) steps of the Rapid Improvement Model. But to do that, it needs good information. That's where you come in. Use the guidelines on this tip sheet to be sure you're helping all of us make the most of UBT Tracker.

### How SMART can you be?

When you're entering a performance improvement project in UBT Tracker on the **PROJECT DETAILS** page, be sure your SMART goal is addressing these five points. Is your goal: *(see figure A)*



**Specific.** Be clear about what you want to improve. Define your scope of work.

**Measureable.** How will you track improvements? If you don't have baseline numbers, that first thing you need to do is establish them. Be sure to record your baseline and target numbers.

**Attainable.** What is your current performance? Do you really think you can attain the goal in the time frame stated? Be ambitious, but make the goal achievable.

**Realistic/Relevant.** Is this something the team can directly affect? Does it have a bearing on the main work of the department?

**Time-bound.** Be sure to include when the improvement will be made by.

How you achieved your goal is what you'll record under **TEST OF CHANGE DETAILS**.

### What's a good SMART goal look like?

Poorly written	SMART
We will reduce wait times.	We will reduce wait times from 25 minutes in Q2 to 15 minutes by Q4.
Every employee will introduce him- or herself to every patient they assist.	We will improve the response to Question M on the XYZ survey, on staff courtesy and friendliness, from 75% in Q1 to 90% by Q2.
We'll start rounding.	The department manager and charge nurses will round every day beginning April 1; other team members will round at least once a week beginning May 1.

For step-by-step instructions, download the UBT Tracker User Guide at [LMPpartnership.org/tools/ubt-tracker-user-guide](http://LMPpartnership.org/tools/ubt-tracker-user-guide).

Questions? Email [UBTtracker@kp.org](mailto:UBTtracker@kp.org).



FIGURE B

Project Details	Test Of Change Details	Test Data
Performance Improvement Projects	Imaging Aide ca	
Focus Area	Employee Well-E Safety)	
Start Date	9-15-2009	
Our SMART Goal	To enhance the Goal is to have	
Performance Metric	Team Functionin team.)	
Data Source for Metric	People Pulse	
Results	Target Met	
Describe Results	As of 10/16/01 f other two IAs w End of 2010-thr	
Using RIM / PDSA?	Y	
Learnings or Successful Practices		

### Describing your results

One of the most important fields is the **DESCRIBE RESULTS** area (under the Project Details tab). Key tips: *(see figure B)*

- Never delete previously entered performance data (even if it's not so flattering!). There's great value in being able to see results over time.
- Include your baseline (starting) measurement, with date; add updated metrics, with date, as you get them.

Poorly written Results	Great entry
The target has been met & we'll continue to demonstrate to our customers great courtesy & helpfulness towards their needs.	We wanted 90% of our patients to be satisfied with their primary care visit. Our baseline performance is 75% (Q2-10).  We gave our members a survey to determine how many are satisfied with their primary care visits. 100 members filled out the survey and 80 of them reported being satisfied. That means that 80 percent satisfied. (Q3-10)

Another key area is the **LEARNING OR SUCCESSFUL PRACTICES** field. Key tips:

- Provide a date with each update.
- Identify a procedure or tool that's given the best results. (Start a sentence, "The most successful thing we've tested is...")
- Identify a procedure/tool that's helped overcome an obstacle. (Start a sentence, "The biggest barrier we've encountered was X and we overcame it by...")

Poorly written Learning/Successful Practices	Great entry
We've gone from the lower third on Staff Courtesy and Helpfulness to the upper third at year-end, then back down to middle third in Q1 2011.	The most successful thing we've tested is coordinating among caregivers with personal and responsive service. The biggest barrier we've found is determining when the survey would be conducted and by whom. This was resolved by educating MAs about survey impact on patients and MAs agreeing to add survey to their workflow (6/15/11).

### Describing your Test of Change

Help others avoid reinventing the wheel! Key tips for the **TEST OF CHANGE DETAILS** tab:

- In the Test of Change field, write a sentence that begins, "We tested [X] to see whether it would increase/reduce/change [Y]..."
- In the Outcome field, write a sentence that begins, "This test succeeded/failed because..." Write a second sentence that begins, "Next time we might try..." (When you start your test, before you have any results, write "no outcome.")
- Be sure to select a rating from the drop-down menu.

	Poorly written	Great entry
Test of Change	Decreased wait time by 10% Increased efficiency by changing new filing system Increased emphasis on customer service	We tested whether having everyone introduce themselves by name to each patient would improve our MPS scores.
Outcome	MPS score increased from 65.4% to 65.8% Decreased patient complaints	This test partially succeeded because MPS scores increased from 65.4% in Nov. 2010 to 65.8% in Jan. 2011.