



NIATx™

NIATx Model

Reduce Waiting Times & No-shows • Increase Admissions & Continuation

Planning Processes

- Customers are served by *processes*.
- 85 percent of customer-related problems are caused by *processes*.
- Keep it simple.
- Good process have no egos – just happy customers (or patients)

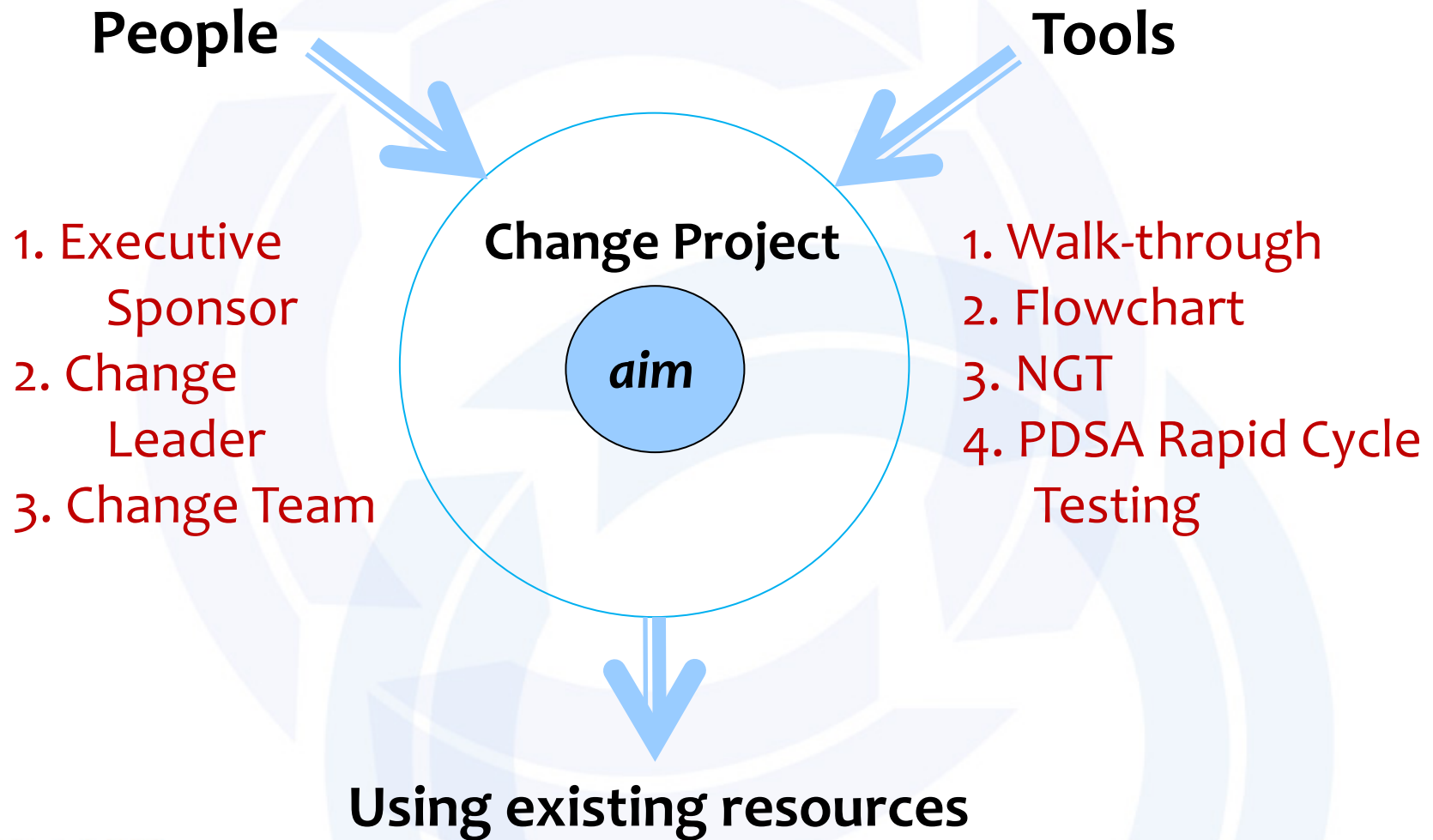


Five Key Principles

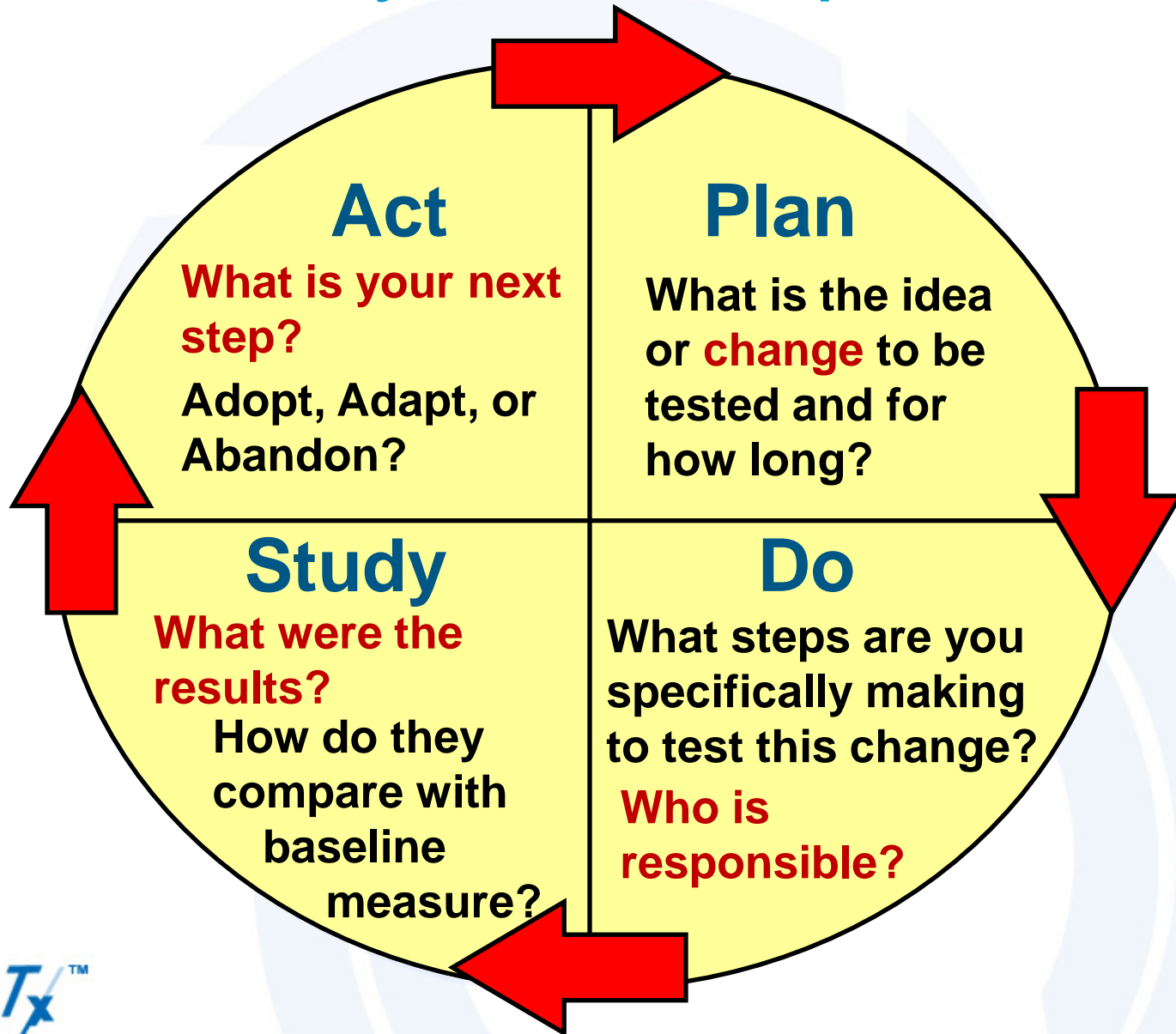
1. Understand and involve the customer
2. Fix key problems—that keep the CEO awake
3. Pick a powerful change leader
4. Get ideas from outside the organization/field
5. Use rapid-cycle testing to establish effective changes



This is the NIATx model



PDSA Cycle for Improvement



Tips

(from those before you)

1. Develop Common Aim (that may have different benefits for each organization)
2. Board Education
3. Staff Education
4. Green Coats Concept



Tips (Cont.)

(from those before you)

5. Communicate (for planning), Communicate (for implementation), Communicate (for on-going services)
6. Avoid the myth of “No”



Project Charter

Initial Task:

- Develop joint aim



Project Charter

Project Planning:

- Develop organizational sections, together



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Project Charter

Next steps:

- Outline next steps on PDSA sheet.



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