

Aiming For Excellence



Smart Chart*



“Aiming for Excellence” is a statewide ADRC quality improvement program designed to enhance operational practices in order to achieve effective, timely and efficient services that are customer focused and lead to increased customers.

ADRC Aims:

NIATx promotes systems change and innovation with a focus on four aims



Reduce Customer Wait Time



Increase New ADRC Customers



Increase Utility of Referrals



Increase Customer's Ability to be Healthy at Home

Five Key Principles- of the Aiming for Excellence Model

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

Base Your Project on Five Questions

1. What is it like to be our customer?
2. What are we trying to accomplish?
3. How will we know if a change is an improvement?
4. What changes can we test that may result in an improvement?
5. How can we sustain the improvement?

Fill These Key Roles

- **Executive Sponsor:** Appoints the Change Leader, and works to remove all barriers to the Change Project
- **Change Leader:** Provides daily leadership, energy, enthusiasm, and coordination of Change Project
- **Change Team:** The staff members selected to work on the Change Project

Conducting a Change Project

One Aim, One Location, One Population

Begin With a Walk-through

In a walk-through, staff members experience ADRC processes just as a customer does. The goal is to see the agency from the customer's perspective. Taking this perspective while experiencing the services your agency provides is the most useful way to understand how the customer feels, and to discover how to make improvements that will serve the customer better.

Testing & Implementing Change with PDSA Cycles

The PDSA Cycle is an efficient way to learn what will work in your organization, and should be the foundation of every change you make. The PDSA Cycle begins with a Plan and ends with Action based on the learning gained from the Plan, Do, and Study phases of the cycle:

Plan the change or test. What is the aim of the test, and how will we know if the change being tested is an improvement? What do we predict will happen? What steps are needed to prepare for the test (who, what, where, when)?

Do the plan. Document problems and unexpected observations. Begin to analyze the data.

Study the results. Complete the analysis of the data. Compare the actual results to the predicted results. Has the change resulted in an improvement? Why or why not? Summarize what has been learned.

Act on the new knowledge. Should the change be increased in scope or tested under different conditions? Should the change be adopted, adapted, or abandoned? What will be the next cycle?



Measure Change

By collecting data before, during, and after the change you implement, you can measure, evaluate, and compare your agency's progress toward the goals you set. The process of measuring change should speed the improvement process. Begin with simple measures rather than spending time developing a complex measurement system.



NIATx History

NIATx is part of the Center for Health Enhancement Systems Studies (CHESS) a research, training, and consulting organization based at the University of Wisconsin–Madison College of Engineering. NIATx specializes in continuous improvement under the direction of David H. Gustafson, Ph.D. Since 2003, NIATx has developed and disseminated improvement practices and innovations to over 2,500 community-based organizations and 39 state governments. The NIATx model of process improvement is customer-centered and outcome-focused. It has proven effective in transforming organizational business practices and customer service.

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