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| **A green circle with a white arrow pointing up  Description automatically generated**  **QUALITY IMPROVEMENT TEMPLATE****Communication and respectful care**Participant name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Step 1: Identify a set of specific problems, prioritize which problem to tackle first, form a team, and write an aim statement** |
| What problems did you identify? |  |
| What problem will you prioritize? |  |
| Who should be on your team? |  |
| What is your aim statement? |  |
| **Step 2: Analyse the problem (5 whys; fishbone-problem, place, persons, policy, procedures) and measure the quality of care** |
| What are the most important causes? |  |
| What measures will you use? |  |
| How will you collect data? |  |
| **Step 3: Develop and test changes that can improve the quality of care** |
| What change(s) will you make? |  |
| What actions will you take? |  |
| What data will you collect and analyse? |  |
| **Step 4: Sustain Improvement** |
| What steps will sustain improvement? |  |