Preventive Ethics ISSUES Storyboard

<u>Directions</u>: The purpose of the ISSUES Storyboard is to tell the "story" of a completed ISSUES improvement cycle. The document can be used to disseminate results to leaders and other interested staff, as well as to inform future ISSUES improvement projects.

VA Facility/Health Care System:

Working Title:

Date:

Team Members *(First, Last Name, Title, Role)*:

Ad hoc Members *(First, Last Name, Title, Role)*:

Identify an Issue

Briefly summarize the ethics issue and the source:

List the (preliminary) improvement goal:

Describe why the issue was selected as a priority by the preventive ethics team:

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Study the Issue

Diagram the process behind the relevant practice:

Summarize the information gathered about best practices (for each information source):

Summarize the information gathered about current practices (for each information source):

Refine the improvement goal to reflect the ethics quality gap (include a time frame, if possible):

Select a Strategy

Determine the major cause(s) of the ethics quality gap and draw a "fishbone" or other cause-and-effect diagram:

Brainstorm possible strategies to narrow the gap:

Choose one or more strategies to try based on likelihood of success, expected net benefit, and resources required to implement the strategy. Explain your rationale:

Undertake a Plan

Describe how the team plans to carry out the strategy (or strategies), including the "who, what, when, and where" of the plan:

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Describe any potential barriers to implementing the plan and how these will be addressed:

List the measures that will show how well the strategy was implemented (execution):

List measures that will show how well the strategy accomplished the improvement goal (results):

Evaluate and Adjust

Assess whether the strategy was implemented as planned (execution):

Assess whether the strategy accomplished the improvement goal (results):

Describe any other positive or negative effects of the strategy:

Check the box that best summarizes the overall effect of the strategy:

☐ The strategy improved the process or corrected the issue without creating other problems

☐ The strategy improved the process or corrected the issue, but it created other problems (Explain)

☐ The strategy failed to improve the process, but it was not executed as planned (Explain)

☐ The strategy failed to improve the process even though it was executed as planned

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Check the box that best describes the preventive ethics team's next steps:

☐ Implement the strategy and integrate into standard operating procedures

☐ Modify the strategy and try again

☐ Select a different strategy

If the strategy will be continued and/or implemented more broadly, check the box that best describes how often the improvement will be monitored to ensure that gains are maintained or increased. Identify the department, service, or unit that will be responsible for monitoring

☐ No plan to monitor

☐ Monthly or more frequently by _____(department, service, unit)

☐ Quarterly by _____(department, service, unit)

☐ Annually by _____(department, service, unit)

Describe what worked well during the present ISSUES cycle that may be useful in future ISSUES cycles:

Describe how the process could be improved in future ISSUES cycles: