

The DMAIC Way® A3 Storyboard

DEFINE & MEASURE

1. Define the problem or area you would like to be change. Be specific.
2. Why does this need to change or be improved?

Ground Rules

- Speak up → State perspective of others & present + want to be selected... not worried
- Interruption signal
- Open minded to new ideas → think out loud
- No "ownership" of an idea unless created
- Listen to understand → no interrupting
- Safe space → VEGAS today!!!
- Respectful
 - Process vs People focus
 - speak up
 - Talk on walls
 - 4+ Team 7 Fish & 6 fish

Statement
The problem is we are not meeting the needs of the grant effectively and efficiently.

Why? is this a Problem
• We will fail to meet the grant requirements, and it is at risk for future funding.
• Healthcare workforce in Alaska will continue to suffer.

The Process

Change Management

Knowledge

Grant Clarity

Communication

6. What actions will be taken and how will people be notified?
(Immediate and permanent fix, what else is impacted?)

ANALYZE

4. What are the causes or gaps?
5. Why did the cause(s) occur or what are the options?

#3. What are the current process steps?

1) Recruitment → Job Placement

2) Recruitment - Set Available

3) Recruitment Outreach

4) Recruitment Outreach

5) Recruitment Outreach

6) Recruitment Outreach

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100) Recruitment Outreach

7. What will be put in place to prevent backslide?
(What other processes/systems are impacted, what metrics will be measured, what documents need updated, what training should be conducted/created)

IMPROVE & CONTROL

*** Take aways**

- Using Tools to come to a Solution
- Identifying the problem clearly Before trying re-solution
- Don't be afraid to use a Different tool
- Better understanding other Departments, Learning together.
- Yellow Post builds team by in Learning Post History of Department (cross members)
- Learning Challenges are shared across teams
- Owning the Results
 - Communication is key!

8. Is the issue resolved? Prove it, (show results).
9. Memorize the work by storing your A3.