# CVI MINISTRY | PRMCE JOURNEY MAP DESIGN

## Theme: Removing waste, smoothing processes and flow

<table>
<thead>
<tr>
<th>Learning Stage</th>
<th>Orientation &amp; Empowerment</th>
<th>Project &amp; Personal Readiness/CVI Business</th>
<th>Foundations 1</th>
<th>Foundations 2</th>
<th>Pebble in the Pond</th>
<th>Project Presentations; Pay it Forward</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Length</strong></td>
<td>2 hour Kick-off</td>
<td>1/2 day Business – 1 hour</td>
<td>1/2 day</td>
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<td>1/2 day</td>
<td>1 day</td>
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<tr>
<td><strong>Faculty</strong></td>
<td>Kim, Liga, Scott, OE, Jannah</td>
<td>Liga, Scott, Sister Suzanne, OE</td>
<td>Liga, Scott, OE</td>
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</tbody>
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### Expectations/ Learning Goals

- **Orientation & Empowerment**
  - Emphasize requirement of including frontline caregivers in improvement project team
  - Emphasize need to make project visible to staff and exec team (i.e. Learning Board)
  - Training expectations/Participation (flipped classroom concepts)
  - Key concepts: Decrease waste, improve efficiency, throughput, financial impact, quality
  - Provide template for teams to complete for project ideas

- **Project & Personal Readiness/CVI Business**
  - Present project ideas - Go/No Go from Liga/Scott
  - Class time for drafting Charter and SIPOC
  - Project ROI
  - Examples of financial methodology – applying to real projects

- **Foundations 1**
  - Continue to build Learning Board communications
  - Build project presentation
  - Project team meetings

- **Foundations 2**
  - Continue to build Learning Board communications
  - Build project presentation
  - Project team meetings

- **Pebble in the Pond**
  - Introduce foundational concepts
  - Peer teaching: Lessons Learned dialogue - capture the fails
  - Team processing: discuss initial thoughts of scale plan based on lessons learned

- **Project Presentations; Pay it Forward**
  - Project Presentation
  - Pay it Forward
  - Celebration

### Critical Learning Components

- **Working with staff to identify project**
- **Problem statement**
- **Goal statement (AIM)**
- **Start to think about data – what data to collect, how to collect, etc.**
- **Check in on IHI Open School modules (give IHI assignment prior to Pre-Join)**

- **Charter**
- **SIPOC**
- **How we get paid?**
- **Business drivers - what drives cost?**
- **Mission stewardship**
- **Hard $ vs soft $**
- **Linking financial methodology to project**

- **Waste – deeper dive**
- **Gemba observations**
- **Flows of healthcare**
- **Run Charts**
- **Root Cause**
- **Driver diagram**

- **PDSA**
- **Improvement elements (Standard work, visual controls, etc.)**
- **Planning time in class for first PDSA cycle**

- **Project Presentation**
- **Leadership assessment**