| **Gap Analysis** | Gap Analysis can be helpful for identifying gaps in PCMH capabilities. Steps: 1) List the PCMH element/factor or criteria of interest; 2) List the requirements in a few key words; 3) Describe the current state in a few key words; 4) Identify gaps between requirements and current state; 5) Engage the team in reviewing and confirming each step in the analysis. | | |
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| **PCMH Factor or Criteria** | **Requirements** | **Current State** | **Gaps** |
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| **Notes:** | | | |

| **Team Brainstorming** | A great way to approach team brainstorming is to use design thinking principles. Design thinking can be helpful for generating ideas to solve PCMH challenges. Steps: 1) Begin with an understanding of your customers; 2) Define the challenge as a question (e.g. how might we…?); 3) Engage the team in ideation for solving the challenge, with no judgment yet; 4) Prototype some ideas; 5) Choose one or more ideas to test. |
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| | |
| **1. Empathize** | *Begin with an understanding and caring about your customers* |
| **2. Define** | *How might we….?* |
| **3. Ideate** | *Brainstorm ideas. No judgement yet!* |
| **4. Prototype** | *Start to design for the customer – can be a combination of ideas* |
| **5. Select one or more for testing** | *Consider using plan-do-study-act-cycles for rapid testing* |
| **Notes:** | |

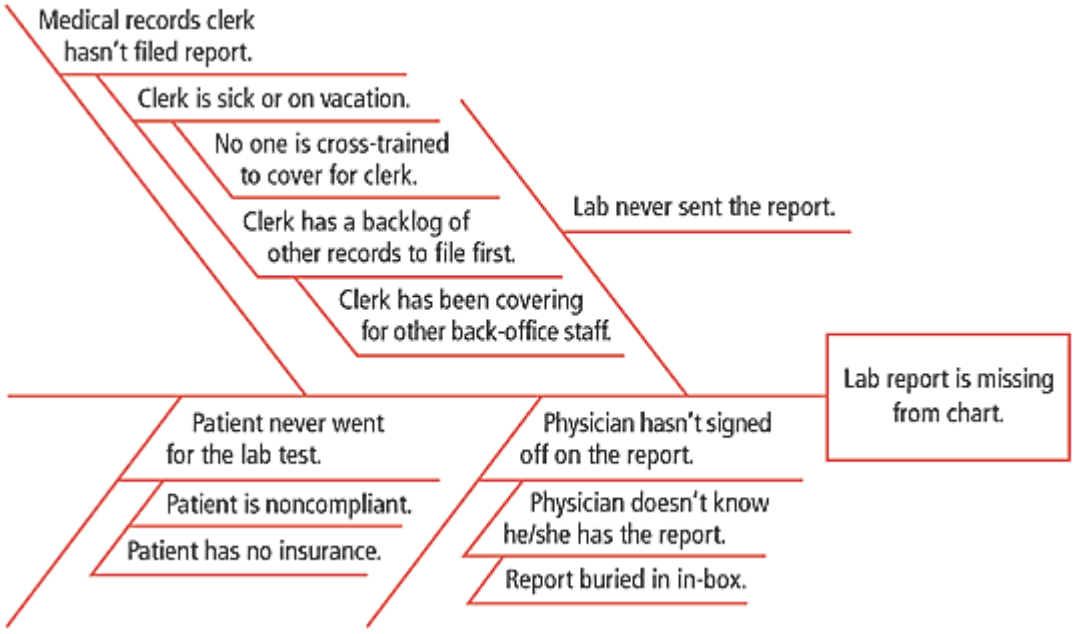
| **Plan-Do-Study-Act Cycles** | PDSA Cycles can be helpful for testing ideas to solve PCMH challenges while conserving time and resources. Steps: 1) State the Aim; 2) Describe the prospective solution for testing; 3) Plan how you will test it; 4) Do the test; 5) Study the results; and 6) Act on the results. |
|---|---|
| | |
| **1. State the Aim** | *What do you want to accomplish?* |
| **2. Describe the prospective solution** | *What is the solution you are testing?* |
| **3. Plan the test** | *How will you test it?* |
| **4. Do the test** | *Observe the process* |
| **5. Study the results** | *What have we learned?* |
| **6. Act on results** | *Implement the solution, or adjust and conduct another PDSA cycle.* |
| **Notes:** | |

| **Process Analysis** | Process Analysis can be helpful for identifying and solving root causes of process problems. |
|---|---|

**The Five Whys**. If you are working on a process problem, start with a problem statement and ask "why" it is occurring. Make sure that your answer is grounded in fact, then ask "why" again. Continue the process until you reach the root cause of the problem, and you can identify a strategy to prevent or correct the problem. It is rare that this process should require more than five whys.

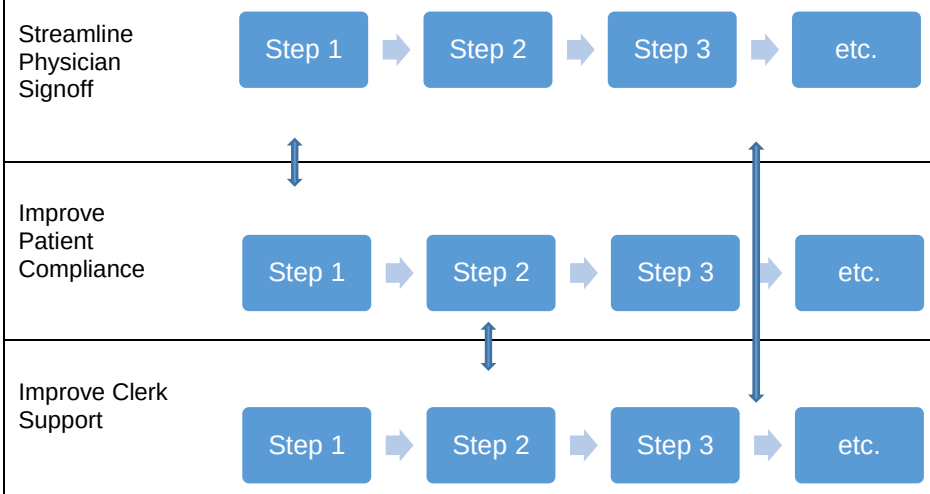
**Fishbone Diagram**

Use a fishbone diagram in conjunction with the five whys to document identified causes. This can help everyone on the team understand and contribute to the root cause analysis. (Example diagram is from AAFP).[1]




**Swim Lane Diagram**

Use a swim lane diagram to document current processes and create process improvements. The illustration shows three 'swim lanes' for understanding and improving the missing lab report outlined in the fishbone diagram.




**Notes:**

[1] http://www.aafp.org/fpm/2005/0400/p61.html