Appendix H: Aim Statement Worksheet

Your Name: ________________________________

Aim Statement

Overall Aim (address "what are we trying to accomplish", importance/rationale, time period, and target population):

_________________________________________________________________________________________________

_________________________________________________________________________________________________

_________________________________________________________________________________________________

We will achieve this by (how you will go about the work, such as the change package or framework):

_________________________________________________________________________________________________

_________________________________________________________________________________________________

Goals:

• __________________________________________________________________________________________

• __________________________________________________________________________________________

• __________________________________________________________________________________________

• __________________________________________________________________________________________

• __________________________________________________________________________________________

Example: Aim Statement

To assure that all of our patients have timely access to their personal physician when they want and need it. By providing extraordinarily timely, efficient, and patient-centered care, we will also benefit our staff and clinicians and reduce costs by eliminating waste in our system. We will achieve this by implementing Open Access scheduling so that by December 1, 2010:

• Our delay for appointments (3rd available for preventive care) will be 0 days for all clinicians

• 80% of patient visits are with the patient’s primary physician

• Office waiting times will be reduced by 25%

• The percentage of patients rating the overall visit as excellent will increase by 25%

• Our “no show/missed visit” rate will be reduced to <5%