

A3 Roadmap for Performance Improvement at Penn Medicine

D E F I N E	F I N D	Problem Statement (from patient's/customer's viewpoint):
M E A S U R E	O R G A N I Z E C L A R I F Y	Current Condition:
A N A L Y Z E	U N D E R S T A N D S E L E C T	Root Cause Analysis:
		Sponsor Initial Approval (signature and date):

Target Condition:	P L A N	I M P R O V E
Propose and Test Countermeasures:	A N D D O	
Sponsor Approval (signature and date):		
Metrics/Results:	C H E C K o r S T U D Y	C O N T R O L
Sponsor Approval (signature and date):		
Make it Standard Work (Implement Successful Countermeasures):	A C T	
Sponsor Final Approval (signature and date):		