

A3 Type Report Template

Problem Statement

- What contextual or background information is necessary to fully understand the issue?
- How does this problem affect the practice's goals or relate to its values?

Current Condition

- How does the current process work?
- What are the major problems? Draw a clear diagram that represents the problem. Include quantified measures of the problem. Graphical representations are best.

Root Cause Analysis

- What are the main problem(s)? Ask appropriate "why?" questions until you reach the root cause.
- Keep asking "why?" until the question no longer makes sense. It is rare to get to a root cause without asking "why?" at least five times

Cause	Answer
1. What causes the problem?	
2. What contributes to that cause?	
3. What deeper issues contribute to that cause?	
4. What deeper issues contribute to that cause?	
5. What deeper issues contribute to that cause?	

Target Condition

- How will the proposed process work? Draw a clear diagram of how the proposed process will work, with labels.
- What actions can be taken to address the root cause(s)?
- How will this improve the problem (specifically and quantitatively)?

Implementation Plan

- What actions must be taken to reach the target condition? Who is responsible? When is it due? How often will progress be measured?
- What other considerations (e.g., cost) are relevant?

Action	Responsibility	Deadline
1		
2		
3		
4		

Other Considerations (e.g., cost):

Follow-Up

Plan	Actual
<ul style="list-style-type: none"> • How will you measure the effectiveness of the proposed change? • When will it be measured? How frequently? Who will measure? <div style="border: 1px solid #ccc; border-radius: 10px; height: 110px; background-color: #f9f9f9; margin-top: 10px;"></div>	<ul style="list-style-type: none"> • Leave blank initially. • After follow-up, record the results of implementation. • Record the date of actual follow-up. <div style="border: 1px solid #ccc; border-radius: 10px; height: 110px; background-color: #f9f9f9; margin-top: 10px;"></div>

Safety Net Medical Home Initiative

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The objective of the Safety Net Medical Home Initiative was to develop and demonstrate a replicable and sustainable implementation model to transform primary care safety net practices into patient-centered medical homes with benchmark performance in quality, efficiency, and patient experience. The Initiative was administered by Qualis Health and conducted in partnership with the MacColl Center for Health Care Innovation at the Group Health Research Institute. Five regions were selected for participation (Colorado, Idaho, Massachusetts, Oregon and Pittsburgh), representing 65 safety net practices across the U.S. For more information about the Safety Net Medical Home Initiative, refer to: www.safetynetmedicalhome.org.



MacColl Center for Health Care Innovation