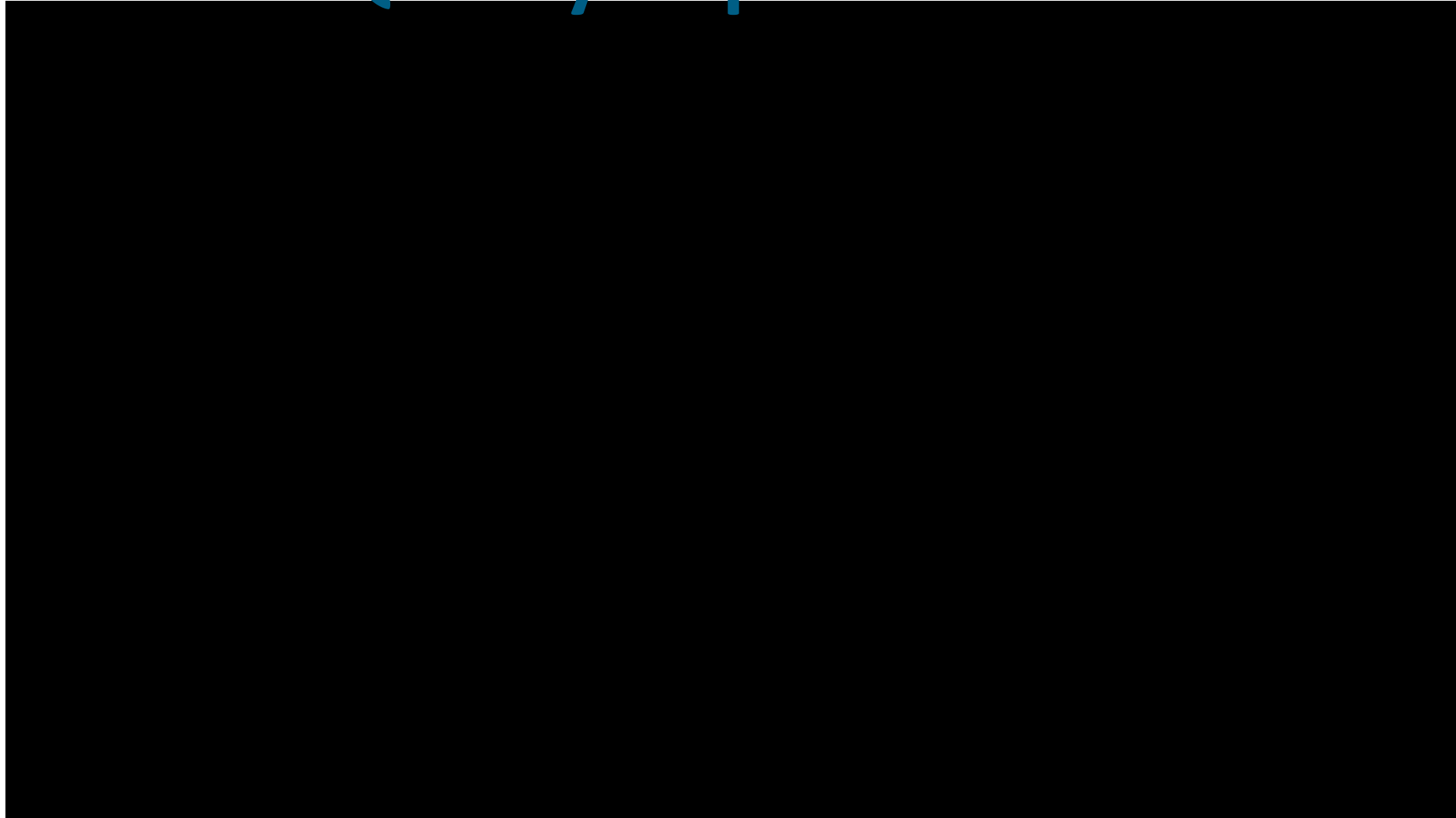


# Resources

- Example of swim lane mapping: <https://www.youtube.com/watch?v=Y7g8vWv11Vk&t=91s>
  - PDSA templates <https://insite.albertahealthservices.ca/tools/aiw/Page3244.aspx>
  - PDSA templates: search PDSA IHI or NHS PDSA
  - PDSA and change management:  
[https://www.cardiff.ac.uk/\\_data/assets/pdf\\_file/0004/1164991/How to Use the PDSA Model for Effective Change Management.pdf](https://www.cardiff.ac.uk/_data/assets/pdf_file/0004/1164991/How_to_Use_the_PDSA_Model_for_Effective_Change_Management.pdf)
  - IHI White paper: Comparing Lean and Quality Improvement IHI: insititue for Healthcare Improvement
  - A primer on PDSA: <https://qi.elft.nhs.uk/wp-content/uploads/2017/07/A-primer-on-PDSA.pdf>
  - Articles:
  - Systematic review of the application of the plan-do-study-act method to improve quality in healthcare.  
<https://qualitysafety.bmj.com/content/23/4/290>
  - A primer on PDSA: executing plan-do-study-act cycles in practice, not just in name.  
<https://pubmed.ncbi.nlm.nih.gov/27986900/>
-

# Quality Improvement



<https://www.youtube.com/watch?v=8c5o1e6PDvM>

## AHS Improvement Way (AIW)

[Home](#)[Improvement Stories](#)[Method](#)[Education & Training](#)[FAQ](#)[Tools & Templates](#)

### Education & Training

We each have a role to play in improving processes and problem-solving in our work. The AHS Improvement Way (AIW) provides the principles, knowledge, and tools necessary to help you and your team make changes for the better – from quick, easy process changes in your area to larger, more complex improvement work (including site, zone, or provincial projects).

#### Contact

Connect with the [Process Improvement Team](#) or email [aiw@ahs.ca](mailto:aiw@ahs.ca)

### Online Courses

#### AIW for Everyone

This course is an engaging orientation on Quality Improvement (QI) and AHS Improvement Way (AIW) methodology.

- [Request a Targeted Session](#)

[More >](#)

#### AIW Fundamentals Plus

This engaging course provides the knowledge foundations to start applying AHS Improvement Way (AIW) methodology.

- [Request a Targeted Session](#)

[More >](#)

#### Green Belt

Green Belt is a significantly more advanced course, broken down into key concepts including readings, videos, practice questions and reference materials.

[More >](#)

#### AIW Core Improvement Workshop

This is a practical and engaging workshop guiding teams through important AHS improvement initiatives.

- [Request a Workshop](#)

[More >](#)

## AHS Improvement Way (AIW)

[Home](#)[Improvement Stories](#)[Method](#)[Education & Training](#)[FAQ](#)[Tools & Templates](#)

### Tools & Templates

The AHS Improvement Way (AIW) tools and templates below are available in either Microsoft Word or Excel format.

A majority of the templates have been formatted to letter size (8.5" x 11"), while others have been formatted to legal size (8.5" x 14") or tabloid size (11" x 17"). When printing, please ensure the printer can print to the applicable paper size. Re-formatting of the templates to suit your needs is possible and permissible.

Microsoft Visio and QI Macros (a Microsoft Excel add-on) contain many of these tools and templates. Please contact the [IT service desk](#) for any required software upgrades.

#### Define Opportunity

- [Solution Parking Lot](#)
- [Plus/Delta Tool](#)
- [Affinity Analysis](#)
- [In & Out of Scope](#)
- [SIPOC](#)
- [Improvement Charter](#)
- [Measurement & Data Collection Worksheet](#)

#### Build Understanding

- [Swim Lane Map](#)
- [Fishbone Diagram](#)
- [Standard Flow \(Chart\) Map](#)
- [Value Stream Map](#)
- [Circle of Work \(CoW\)/Time Motion Study](#)
- [Time & Motion Study Template](#)
- [Cost of Quality Worksheet](#)
- [Pareto Chart](#)

#### Contact

Connect with the [Process Improvement Team](#) or email [aiw@ahs.ca](mailto:aiw@ahs.ca)



Tools and templates



High Impact Low Ease

High Impact High Ease

# Priority Matrix

Low Impact Low Ease

Low Impact High Ease

