Guidance on Solving Implementation Problems

As teams engage in multiple cycles of continuous improvement, they may find that they have not made enough progress toward addressing previously identified areas of need to justify moving forward with identifying new areas of need. When this situation occurs, the coach and team are encouraged to follow the steps outlined in this tool.

Step One: Review

Review the Implement, Monitor and Adjust section of the data review worksheet with the team so all are clear on what has and has not been accomplished since the last data review and what progress is and is not being made. Any new data related to specific goals in the plan will naturally get reviewed when the team answers the question "Is our plan working?".

Step Two: Update

Review any new data in order to help the team understand if the previously identified need is still a need. (If by chance the need is no longer present, that may warrant the team proceeding with identifying a new area of need (and celebrating their luck!)) If the needs that were identified at the last data review are still relevant given the coach's analysis of any new data, list those needs below, review them with the team, and proceed to the next step.

> Previously identified need(s):

Step Three: Revisit

Guide the team through a review of the challenge statements (hypotheses) and action items generated at the last data review and any barriers impeding progress.

Previous Challenge Statements

Are the challenge statements still relevant and validated by data? If not, revisit the Root Cause analysis section of the data review worksheet to develop stronger challenge statements.

Previous Challenge Statement	
Updated Challenge Statement	

Previous Action Items

Look at the action items that were added to the Implementation Plan at the last data review. Can you see a direct connection between the challenge statements and the action items? If not, discuss which items should be added or removed. Are items specific enough that people know exactly what they are supposed to do by when? If not, take time to make each item more specific and check to make sure each person assigned to each item understands the task to be completed and why that task is important.

Barriers

Look at the barrier log. What barriers are (or are not) getting reported or busted that could be related to why action items are not getting accomplished? Take time to discuss the barriers and to identify specific activities to address these barriers. Add these activities to your plan.

Step Four: Strengthen

Make sure new and existing activities are clearly outlined in the Implementation Plan. Make sure all team members can access the plan and know exactly which items pertain to them. Have team members explain when they will complete their activities with whom and how these activities connect to the larger goal of building their multi-tiered system of support. Use any remaining time to get started with the work.