KDPH Center for Performance Management (CPM)
Sample Guidelines for the Development of QI Storyboards

What is a quality improvement (QI) storyboard?
QI storyboarding is an organized way of documenting and showcasing the quality improvement process conducted by a team that is working systematically to resolve a specific problem and/or improve a given process. Storyboards use simple, clear statements as well as pictures and graphs to describe a problem, summarize the analysis process while it is under way, describe the solution and its implementation, and display the results and next steps.

When should I create a storyboard?
CPM suggests that every project create a storyboard to assist in the documentation and sharing of various projects. We recommended that you *develop your storyboard as the QI projects are taking place*. You will likely refine and revise the storyboard throughout the course of the project. Storyboards can also help to serve as an ongoing visual record of a team's progress, helping to keep team members focused on the task while sharing their progress with others.

What are the basic components of a storyboard?
The final storyboard should include the following components.
1) **Problem Statement:** Write a description of the situation/problem.
2) **Aim Statement:** Write the project aim statement using SMART objectives.
3) **Process Outline & Relevant Data:** Outline the current procedures/approach in relationship to the project. Share data collected in regards to the current process.
4) **Identify Possible Causes:** Determine & explain root causes that contribute to the identified problem.
5) **Identify Possible Solutions:** Identify and prioritize possible solutions.
6) **Improvement Theory:** Describe the intervention and possible outcome.
7) **Test the Theory:** Explain how the improvement was implemented sharing relevant data, problems and/or observations.
8) **Study the Results:** Use data collected to study results of the test.
9) **Standardize or Develop New Theory:** Explain if you achieved the intended results and if you should adopt, adapt or abandon the improvement.
10) **Outline Future Plans:** Describe how you will proceed with this project or any next steps.

Where can I view sample storyboards?
While several national organizations have example storyboards, CPM has also implemented use of Dropbox as a file sharing system for LHD Accreditation Coordinators. The KY Accreditation Coordinator folder in the system contains various information including sample storyboards and storyboard templates. For additional information, please contact Brandon.hurley@ky.gov or (502) 564-7212 ext. 4098.

Tips for Developing QI Storyboards

Below are some general tips to consider in the development of QI Storyboards:

- Be concise and only include critical information.
- Consider the visual appeal of your storyboard and place graphics throughout.
- Avoid slang when possible.

- Make sure your purpose and final outcome can be clearly identified.
- Present plans for sustaining the improvement or further investigation.