PROGRESS VERSUS PERFECTION
Are we doing what we say we’re doing… and how do we know?

WHAT WE LEARNED
What started as an exercise to measure our compliance to Accreditation Standards turned out to be so much more.
- We saw percentage increases in our uptake of P&LP locating / reading and Navigator reading.
- We saw percentage uptake on staff ability to understand our Strategy Map and how it relates to their front line work.
- We saw percentage increase in hand washing compliance, patient directed care, and proper introduction of who we are and how we can assist our patients.

NEXT STEPS
- Sustain our gains
- Structure the use of tracers in organization management processes
- Celebrate annually Progress vs. Perfection, remembering to reflect on the little things we have improved while striving for the big improvements that take a little longer to get there.
- Always be a champion and a look out for “catch the good” teachable moments

RECORDING AND REPORTING
We identified South East CCAC core foundational processes and traced those in actual practice. We looked for compliance in patient care, hand washing, documentation, and safety applied to the client and client inclusion in goal setting. We listened, observed and took what we saw and trended it in reports. Each staff member got a personalized report and it was also shared with their immediate manager. All other information was color coded and summarized for Senior Leadership team.

WHAT IS A TRACER?
An auditing process where an objective staff members participated in 147 individual staff “tracers” capturing the frontline interaction with clients. Represented the front line voice by listening / viewing / interacting / recording / reporting. Continuous feedback loop to provide proof points that we are doing what we say we are doing and allowing us to confidentially answer the question how do we know?

SO MUCH MORE THAN GAP ANALYSIS BETWEEN PROCESS AND PRACTICE
Tracers gave a voice to our staff to identify what they liked about our organization and what they also didn’t like so we could make improvements – we improved our News Letter, how we wrote our articles, we spoke more transparent and constantly addressed when things were not going well but still highlighted that we were making progress – again progress vs perfection. Today is better than yesterday and tomorrow is even better than today!

GO TO THE GEMBA - CATCH THE GOOD...
We went to where the work was happening. We traced every department, from Client Services to HR Processes. We caught stellar moments of passion, consistency, and care in how processes were being implemented. We took our “catch the good” moments to the entire organization and celebrated where we were making progress vs. perfection.

PROGRESS VERSUS PERFECTION

GO TO THE GEMBA - CATCH THE GOOD...

WHAT IS A TRACER?
An auditing process where an objective staff members participated in 147 individual staff “tracers” capturing the frontline interaction with clients. Represented the front line voice by listening / viewing / interacting / recording / reporting. Continuous feedback loop to provide proof points that we are doing what we say we are doing and allowing us to confidentially answer the question how do we know?

SO MUCH MORE THAN GAP ANALYSIS BETWEEN PROCESS AND PRACTICE
Tracers gave a voice to our staff to identify what they liked about our organization and what they also didn’t like so we could make improvements – we improved our News Letter, how we wrote our articles, we spoke more transparent and constantly addressed when things were not going well but still highlighted that we were making progress – again progress vs perfection. Today is better than yesterday and tomorrow is even better than today!

GO TO THE GEMBA - CATCH THE GOOD...
We went to where the work was happening. We traced every department, from Client Services to HR Processes. We caught stellar moments of passion, consistency, and care in how processes were being implemented. We took our “catch the good” moments to the entire organization and celebrated where we were making progress vs. perfection.