

## Improvement Success Story Template



**Directions:** Use this template to tell the story of a change your nursing home made that led to a demonstrable improvement. Use as much space as needed to respond to each question prompt below, while being mindful of keeping the story as succinct as possible.

Documenting success stories is useful for a number of reasons: (1) it provides a historical record of efforts undertaken by your organization that produced positive results; (2) it promotes taking the time to celebrate achievements; (3) it assists in pinpointing important messages to communicate to stakeholders; and (4) it can relay important lessons for others wishing to emulate your success and establish your organization as a model leader. Ideas for how to use success stories: use the information to draft an article to share with all staff, with your board of directors, residents, and families; use it to create a story board to display in your nursing home (See the CMS Storyboard Guide to Performance Improvement Projects).

**Story title** (aim for a concise title that incorporates both the change that took place and the positive outcome that resulted): \_\_\_\_\_

**Organization:** \_\_\_\_\_

**Intervention focus** (check all that apply):

- Clinical care
- Quality of life
- Resident choice
- Other: \_\_\_\_\_

**Departments involved** (check all that apply):

- Administration
- Facilities Management
- Food Services
- Housekeeping
- Nursing/Medical care
- Pharmacy
- Rehabilitation /Therapy
- Security
- Transportation
- Other: \_\_\_\_\_

**What opportunity were you pursuing or what problem were you confronting?**

**What change did you decide to make?**

**How did you decide to make the change that you did?** (i.e., what data / input did you consult, what process did you follow and what best practice evidence did you rely on to inform your decision?)

**Who led the change?** (i.e., who was the leader and which staff members were involved? Were there other champions who were integral in facilitating the change?)

**What were the major steps you took to implement the change?**

**What resistance/barriers did you face while implementing the change?**

**How did you overcome any resistance/barriers?**

**In what ways did leadership support the change?**

**How did you monitor whether or not the change had the desired effect?** (i.e., include a description of any performance indicators/measures selected, how they were chosen and what goals you set for them)

**What positive outcomes can be demonstrated as a result of the change?** (i.e., how do you know the change was a success? What does the data show? What other forms of evidence do you have?)

**What reactions have you heard from those affected by the change?** (In addition to data, anecdotal stories from people directly affected by the change may be of interest. For example, this could be staff members seeing a difference in how they do their work or residents having a new positive experience.)

**What steps have you taken to ensure this change is sustained within your organization in the long-term?**

**What is the biggest lesson you learned through this experience?**

**If you could give some advice to other facilities wanting to replicate your success, what would you tell them?**

**Story Author:** \_\_\_\_\_ **Title:** \_\_\_\_\_  
**Email:** \_\_\_\_\_ **Phone:** \_\_\_\_\_