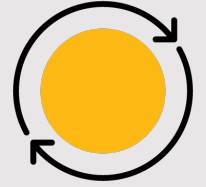# A Process (and Mindset) of Continuous Improvement

1. understand problem

- Perform root cause and systems analyses based on an initial problem of practice to determine the structures and conditions at play.

- Refine the problem of practice: gather evidence, research, and a variety of perspectives to inform decisions.

2. set goal

- Develop a network aim statement to provide clear, specific direction for addressing the problem.

- Define a goal that relies on a collective effort—one that empowers staff to own the solution.

3. define variables

- Revisit the root cause and systems analyses and identify drivers for creating systemic change.

- Create a theory of action that extends from the network aim and drivers: If we do X, then we can expect Y.

4. test & measure

- Establish a systematic cycle for applying changes and measuring success.

- Determine and implement interventions to meet identified expectations.

5. iterate & scale

- Analyze implementation, determine drivers requiring modification, and innovate to iterate on solutions.

- Identify advocates who can effectively propel changes to scale.

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