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How to use the CI Sheet

1. **Identify the problem by looking deeper than just the symptoms.**
Focus on local, *attainable issues that your workgroup can identify.* When an issue is identified, ask, "Why is it an issue in the first place?" For example, if an application keeps getting missed, think more about why the application keeps getting missed, rather than how to find it.

2. **Consider viable solution(s) and complete the CI Sheet.**
Consider how the solution(s) will help solve the problem. *A CI Sheet will help track the idea throughout.*

3. **Bring the completed CI Sheet to workgroup huddle for pitch.**
Once completed, bring your CI Sheet to huddle and give a quick pitch about it. This is an opportunity to see if a process is already in place that isn't currently being followed. *Find consensus before moving to your next CI meeting. It is important to remember a CI Sheet may not have all the answers, but it still could bring an issue to the table worthy of fixing.*

4. **At your CI meeting, bring up the CI Sheet as an agenda item and problem solve with your unit/workgroup.**
Look at the suggested solution to fix the problem, identify and explore other potential solutions to the problem.

5. **If the CI Sheet involves others outside of the workgroup, table the CI Sheet until it is vetted by all those involved.**
If the problem and/or solution involves other workgroups, involve them in the problem-solving process. *Each perspective provides insight for brainstorming improvement ideas*. If the sheet requires a higher level of engagement (management, governance group, etc.), submit the form to your local leadership to continue the process. Track the CI Sheet on your CI Register.

6. **Assign roles and actions for next steps.**
Never leave a CI meeting without an action plan with due dates and owners. This ensures members follow up on the CI Sheet and removes confusion about who is working on the sheet.
Note: The person who created the CI Sheet isn't necessarily the one who must own it through the process. To decide who owns the CI Sheet, consider those affected and who has the strengths to solve the problem.

7. **Follow-up with each CI meeting.**
Always include CI Sheets on the CI meeting agenda until the problem presented by the CI Sheet has been addressed and resolved. Track its progress on the CI Register and keep the topic fresh in each CI discussion.

For more information about the CI Sheet and process, visit:
https://dhsoha.sharepoint.com/teams/Hub-ODHS-OCI/SitePages/LDMS.aspx

For ONE System Enhancements please complete this form:
https://app.smartsheet.com/b/form/ccc49ab8c5ee4de1a7a96b626904ddbc

Continuous Improvement (CI) Sheet

Date:			Item number:	

Person completing this sheet	Program/area/unit/office	Process name	Manager or supervisor

Problem	Problem description (See instructions)

Solution	Suggested solution(s) (If known)

Outcome	Outcome (What do you hope to accomplish with this solution?)

Actions to be taken	Action owner(s)	Due date(s)
Review with workgroup		
Add to CI Register		
Review at CI meeting		