

DRIVER DIAGRAMS

A **DRIVER DIAGRAM** is a structured framework that organizes and guides quality improvement efforts. They help teams map out their thinking and align efforts toward achieving quality and safety goals. Driver Diagrams foster shared understanding, identify areas of focus, and guide interventions systematically. They are commonly used in health care improvement initiatives to align stakeholder expectations and track progress.

PRIMARY DRIVERS are the major factors or domains that directly impact the aim. They represent broad areas of focus and provide structure to the improvement effort.

PRIMARY DRIVERS can be identified using a variety of methods, such as brainstorming, the “5 Why’s”, root-cause analysis, fishbone diagrams, and more.

INTERVENTIONS refer to the specific actions, strategies, or changes that are implemented to influence or improve the outcomes of interest.



AIM

Reduce 30-day hospital readmissions by 3% within one calendar year

The project’s overall **AIM** is the goal you want to achieve.

Your **AIM** should be “**SMART**”:

- S** - Specific
- M** - Measurable
- A** - Achievable
- R** - Relevant
- T** - Time-based

PRIMARY DRIVERS

Effective discharge planning

Patient education



SECONDARY DRIVERS

Quickly scheduling follow-up calls

Ensuring medication reconciliation

Creating patient-friendly discharge instructions

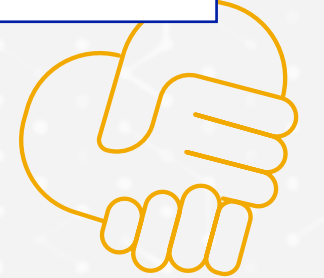


INTERVENTIONS

Employ an automated call system

Pre-admission medication review

Use plain language, incorporate visual aids, and provide contact information



SECONDARY DRIVERS are the specific processes, behaviors, or actions that influence the primary drivers.