



What makes a goal SMART?

Why SMART goals matter

To lead change and improve performance, unit-based teams need SMART goals. SMART goals enable teams to see the effects of their small tests of change as they use the plan, do, study, act (PDSA) steps of the Rapid Improvement Model. When entered in UBT Tracker, SMART goals also help teams share successful practices and learn from one another.

What makes a goal SMART?

In developing a performance improvement goal for your team, make sure it is:

Specific. Be clear about what you want to improve. Define your scope of work.

Measurable. How will you track improvements? If you don't have baseline numbers, the first thing you need to do is establish them. Be sure to record your baseline and target numbers.

Attainable. What is your current performance? Do you really think you can attain the goal in the time frame stated? Be ambitious, but make the goal achievable.

Realistic/Relevant. Is this something the team can directly affect? Does it have a bearing on the main work of the department?

Time-bound. Be sure to include when the improvement will be made by.

What does a SMART goal look like?

Not smart	SMART
We will reduce wait times.	We will reduce wait times from 25 minutes in Q2 to 15 minutes by Q4.
All employees will introduce themselves to every patient they assist.	We will improve the positive response to Question M on the XYZ survey, on staff courtesy and friendliness, from 75% in Q1 to 90% by Q2.
We'll start rounding.	The department manager and charge nurses will round every day beginning April 1; other team members will round at least once a week beginning May 1.