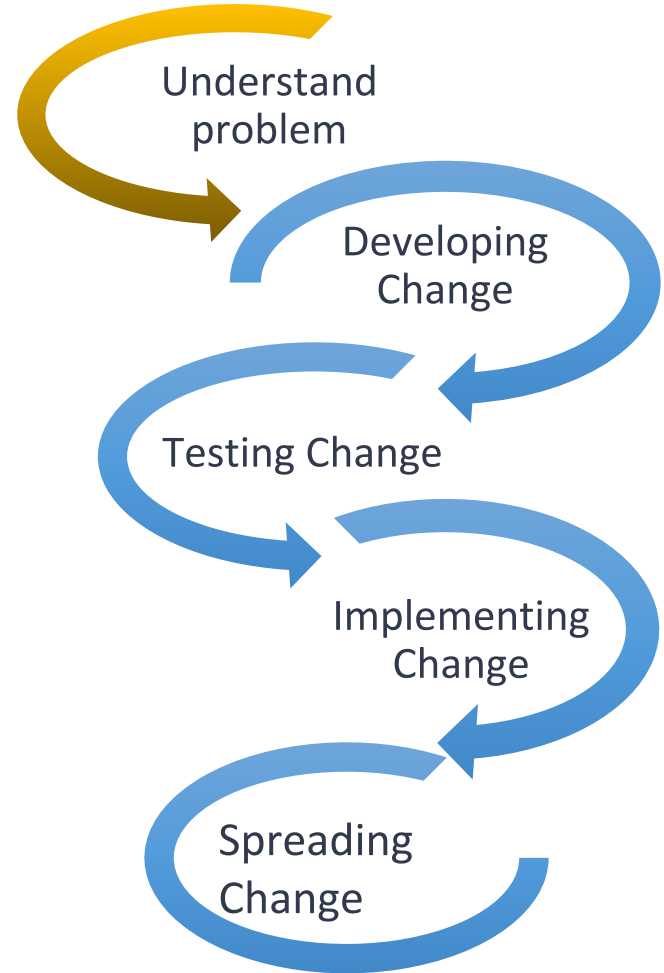




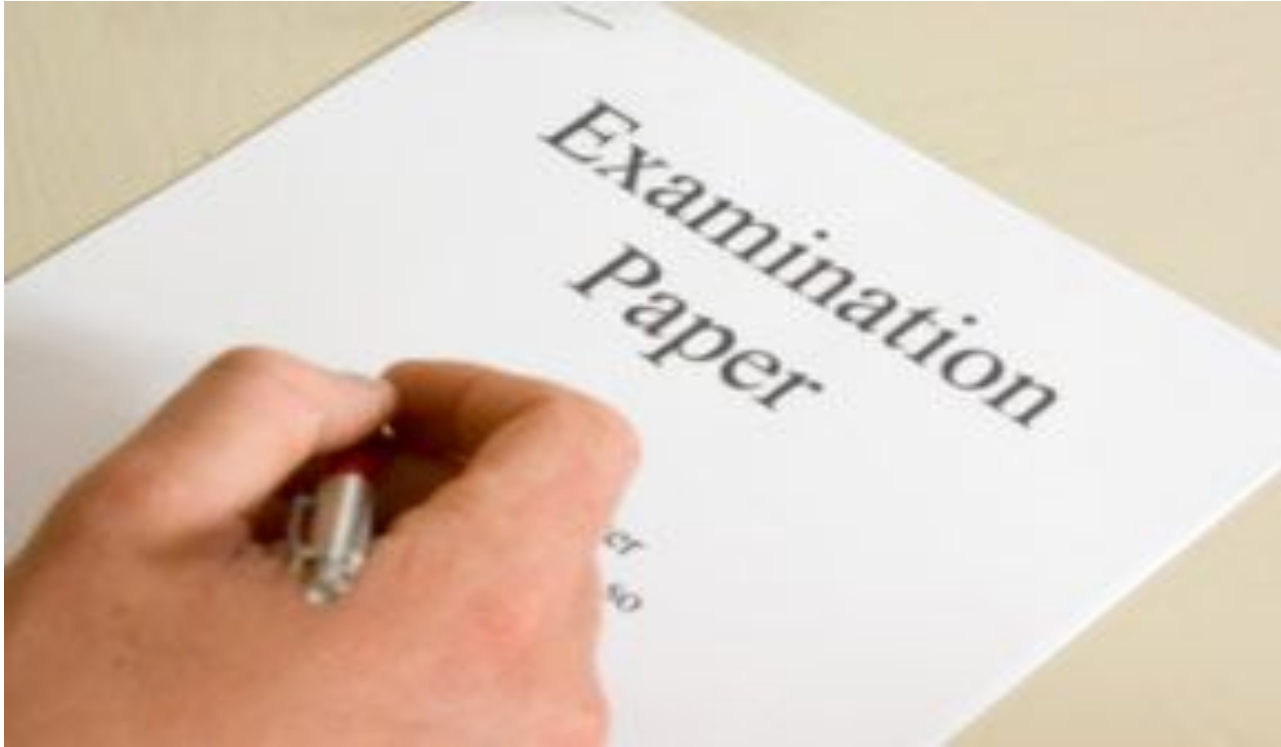
RECAP

STEP 1 : Problem Identification
समस्या की पहचान

STEP 2 : Root Cause Analysis
रूट काँज एनालिसिस



What you do when writing an exam



PICK CHART

P- possible संभव :

I- implement लागू

C- challenge चुनौती

K- kickoff न चुनेंगे

PICK Chart

बड़ा लाभ
BIG payoff (Benefits)

छोटे लाभ
SMALL payoff (Benefits)

आसान
EASY to
implement

Implement

I

Possible

P

कठिन
HARD to
implement

Challenge

C

Kick out

K

SMART Goal

Create a SMART Goal

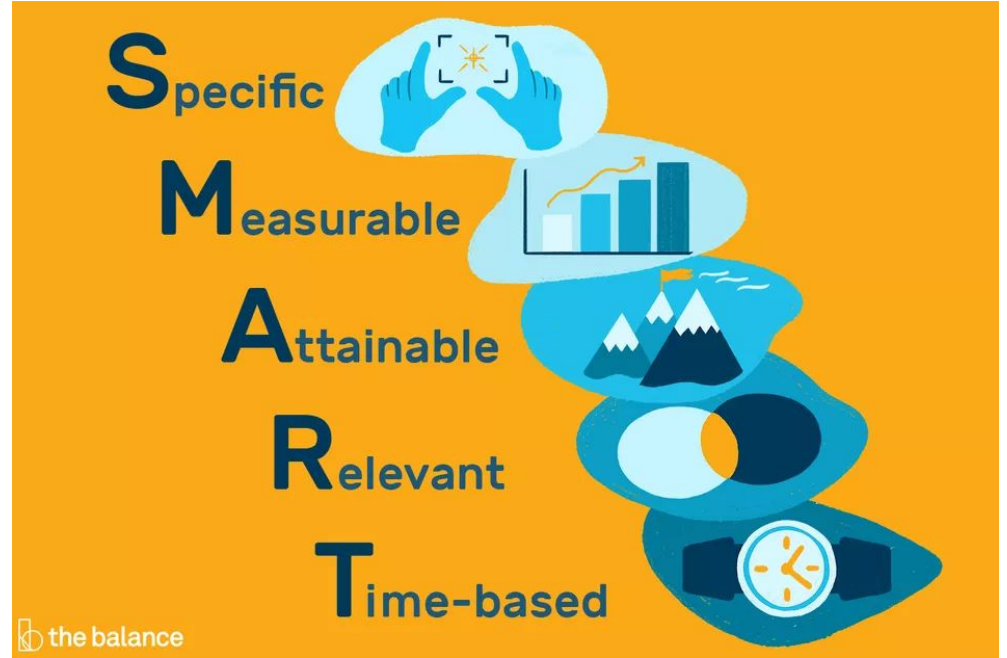
S- Specific विशिष्ट

M- Measurable नापने योग्य

A- Achievable प्राप्त

R- Realistic वास्तविक

T- Time bound समयबद्ध



Why SMART ?

- It gives clarity, focus, motivation to achieve your goals .

यह आपके लक्ष्यों को प्राप्त करने के लिए स्पष्टता, ध्यान, प्रेरणा देता है

- Encourage you to define your objectives and set a completion date.

आपको अपने उद्देश्यों को परिभाषित करने और एक पूर्ण तिथि निर्धारित करने के लिए प्रोत्साहित करें।

Specific विशिष्ट - WHAT IS THE GOAL?

Try to answer the five "W" questions:

- **What** do I want to accomplish?
- **Why** is this goal important?
- **Who** is involved?
- **Where** is it located?
- **Which** resources or limits are involved?

Example - What the difference between two sentence

Goal 1:

1. I want to be reputed person in future
2. I want to be a nurse in future

Goal 2:

1. We will improve patient satisfaction score
2. We will improve the cleaning of washroom of labour room on all attributes of patient satisfactions

Example

Make this Goal specific:

इस लक्ष्य को विशिष्ट योग्य बनाइये :

We will improve the laqshya score in hospital

We will improve the G- area of concern score of laqshya checklist.

Measurable - How will I know when it is accomplished?

So that you can track your progress and stay motivated.

ताकि आप अपनी प्रगति को ट्रैक कर सकें और प्रेरित रह सकें।

A measurable goal should address questions such as:

- How much?
- How many?

Example:

इस लक्ष्य को मापने योग्य बनाइये :

We will improve the G- area of concern score of laqshya checklist.

We will improve the G- area of concern score of laqshya checklist from 60 to 80%

Achievable/Actionable

- Do I have the resources and capabilities to achieve the goal? If not, what am I missing?
- Have others done it successfully before?

Example

- I want to end poverty in India in 10 years

- We will achieve LaQshya Certification in 2 months (Baseline in 30%)

Realistic

1. Is the goal realistic and within reach?
2. Is the goal reachable, given the time and resources?
3. Are you able to commit to achieving the goal?

Example

We will improve the G- area of concern score of laqshya checklist from 15 to 80% in 15 days

Is this realistic?????

Time bound - By when will this goal be met

1. Does my goal have a deadline?
2. By when do you want to achieve your goal?

Examples

Not SMART:

I want to get into shape

SMART

I will workout everyday and lose 1 kg weight every week and achieve my desired weight in 2 months.

Example

Problem : no dustbin in toilet

Solution : To increase the no of dustbins in toilet

SMART Objective : To place 2 dustbins in the labour room toilet within 1 week.

References

<https://www.health.state.mn.us/communities/practice/resources/phqitoolbox/objectives.html>

<https://www.mindtools.com/pages/article/smart-goals.htm#:~:text=SMART%20is%20an%20effective%20tool,and%20set%20a%20completion%20date.>