

Gap Analysis Worksheet

Use this worksheet to help you identify quality improvement efforts for your practice. Discuss gaps and identify solutions that you can test with a PDSA cycle.

Preliminary Questions:

To identify areas for improvement, consider asking these questions.

Where does your clinic need to improve patient care?

The clinic may already collect data that can reveal gaps in care processes or patient outcomes.

Where is your practice less efficient than it should be?

Staff may be able to identify bottlenecks in the workflow. Prioritize those areas that you have some control over and that the team thinks will be most impactful. Use a “go and see” approach of respectfully observing the work and then asking “why?” A team member can help identify key areas for workflow improvement within the bottleneck.

What about the day is most frustrating for your team and/or patients?

Ask patients and staff. This will generate a list from which you can prioritize areas for improvement.

CURRENT STATE	FUTURE STATE
<p data-bbox="163 277 1062 354">What aspects of our clinic would we like to improve? <i>(These can be wide or narrow, qualitative or quantitative, but should be specific.)</i></p> <p data-bbox="163 423 195 448">1.</p> <p data-bbox="163 672 195 696">2.</p> <p data-bbox="163 920 195 945">3.</p> <p data-bbox="163 1169 195 1193">4.</p>	<p data-bbox="1127 277 1921 354">What will these aspects look like after we improve? <i>(These can be highly specific or generic.)</i></p> <p data-bbox="1127 423 1159 448">1.</p> <p data-bbox="1127 672 1159 696">2.</p> <p data-bbox="1127 920 1159 945">3.</p> <p data-bbox="1127 1169 1159 1193">4.</p>

What is/are the gap(s) between your current state and ideal future state? *(This should be described in detail and may be qualitative or quantitative.)*

1.

2.

3.

4.

What are some factors that are responsible for the gap(s)? *(Be specific, objective and include only relevant factors.)*

1.

2.

3.

4.

5.

6.

- 7.
- 8.
- 9.
- 10.

What can your practice do to remedy the factors listed above that are contributing to the gap(s)? *(These remedies should be action-oriented and specific.)*

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

What resources are available to address the gap(s)?

- 1.
- 2.
- 3.
- 4.
- 5.

Adapted from <https://blog.udemy.com/gap-analysis-template/>. Accessed January 12, 2016.

Source: AMA. *Practice transformation series: plan-do-study-act*. 2016.