

Meadville Medical Center

Performance Improvement Prioritization Matrix

Problem Area: _____

Does this meet core objectives, mission, and vision of Meadville Medical Center? Yes No

Select the appropriate points within the total possible points available for each statement.

Criteria	Total Possible Points	Points Assigned
1. High Volume. Process can affect large numbers? Comments: _____	5	
2. High Risk. Process can: a) be life threatening; b) cause harm or injury; c) cause a sentinel event; d) cause an error? Comments: _____	15	
3. Problem Prone. Can become a potential problem? Comments: _____	5	
4. Low Volume, High Risk. Can affect small numbers but potentially become harmful as noted in 2 above? Comments: _____	15	
5. Customer Satisfaction. Significant number of complaints from patients and family? Comments: _____	10	
6. Compliance Issue. Noncompliance with rules and regulations of facility, state, federal government, JCAHO/AOA, corporate compliance, HIPAA? Comments: _____	5	
Total Points	55	

SCORE

RECOMMENDATIONS

0 – 10	Continue to monitor and watch for process variation
11 – 15	Review for a potential team or task force
16 – 30	Team or task force required
>30	Immediate attention required

Signature _____ Date _____

Source: Meadville (PA) Medical Center.