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**Getting to Desired Results**

In order to get the desired results you are looking for from system improvement activities it is important to map out:

* what you want to achieve,
* why it’s important,
* what changes in behavior need to occur to get the intended results,
* what strategies or activities will lead to or help facilitate the changes in behavior, and
* what resources are needed to implement the strategies or activities.

Below are some coaching questions to assist you with your planning process and the development of measurable performance targets (i.e., goals, benchmarks) to be achieved.

1. What are your priority area(s) of focus?

***For each priority area of focus ask yourself the following questions:***

1. What are we hoping to accomplish by addressing this priority area? Or, what would be the purpose of this work?
2. Why is this important?

Following your response to question #3, you may want to ask yourself, “And why does this matter?”

1. What changes do we want to see in the next 2-3 years as a result of this work?

**How can we frame the desired changes into measurable performance targets?**

What data do we need to collect to determine our progress?

1. What strategies or activities are most likely to help us achieve our targets?

6) What resources do we need to implement these strategies and activities?