A VISUAL BOARD IS WORTH 10,000 WORDS

Here's the basic information that goes on a board.

Visual boards are a powerful way to improve communication and get team members more involved. Unit-based teams that regularly huddle in front of their visual board find the practice surfaces issues and builds a **#FreeToSpeak** work environment.

Team information

Start by including the name of the UBT and department. You also may want to add the names of the team's co-leads, sponsors and health and safety champion. Post minutes from team meetings or department announcements in this section.

Key goals: region, facility, department

Which are the most important quality, service, affordability and best place to work goals that team members need to know about? Post them—and post the most current metrics to show how the team is doing on those goals.

Current SMART goal

Use this space to post the SMART goal (specific, measurable, attainable, relevant, time-bound) for the team's current test of change.

Data on tests of change

A run chart shows how the team is doing on its current tests of change. Post that chart or an alternate visual presentation of the data the team is gathering.

Improvement ideas

Make it easy for team members to contribute ideas by providing index cards or improvement idea forms. Team members can write in their idea and either post the form or slip it into an envelope that's been attached to the board for that purpose.

Next steps

Take the improvement ideas from team members and prioritize them— which ones can be done right away, which need more information, which need to be parked.

Voice of the member

What are members and patients saying about their experience with the team's care and service? Share quotes from them.

Team recognition

Teammate-to-teammate appreciation notes and thank you notes from other departments and from members and patients.

TIP: Make it practical, not pretty

Don't stress about making your board a thing of beauty. What counts is that it works for your team and you use it. Visual boards are one of several practices that can be used to get better outcomes for patients, Kaiser Permanente members and team members.

Visual board example

Get started today: Download a tip sheet and headers for organizing your board from **LMP**artnership.org; type *create visual board* into the search box.