

When to Use:

When the team has identified a focus area for their improvement work and is ready to create an initial theory of improvement. The team should update its Driver Diagram regularly to reflect ongoing learning.

Elements:

1. The overall goal clearly defines success for the improvement effort, focuses change efforts and motivates collective action.
2. High leverage strategies are “what” needs to change in the system (key structures, processes, and norms) in order to achieve the aim.
3. Activities are concrete and specific actions of “how” the system will be changed.

How to Create:

1. Develop and articulate an overall goal
2. Option 1: Move left to right
 - Identify high leverage strategies that need to be addressed to achieve the overall goal
 - Identify activities that influence the high leverage strategies
3. Option 2: Move right to left
 - Identify activities.
 - Affinitize based on commonalities in which high leverage strategies these activities address

Driver Diagram Example

