**MQii “Lessons Learned” Log Template Overview**

The Lessons Learned Log Template is a suggested tool intended to allow your team to:

* Document, review, and apply lessons learned from your quality improvement (QI) intervention for future improvement iterations
* More effectively apply your lessons learned to future efforts

What is a Lessons Learned?

Project Management Institute (PMI) Project Management Body of Knowledge (PMBOK) defines **Lessons Learned** as the learning gained from the process of performing the project.1

Why document Lessons Learned?

* Lessons Learned documented in the template may also be included in evaluation reports, presentations, and publications developed after your Implementation is complete
* Documenting and reviewing lessons learned allows your team to capture modifications made to your project over time, identify best practice for future use, and share learnings with others within your facility
* Documenting and reflecting on lessons learned should allow you to gain insights from your barriers and successes. Ideally this effort will prevent repetition of mistakes and allow successes to inform next steps and additional QI efforts, and be repeated when applicable.

**MEANINGFUL USE OF THIS TEMPLATE:**

The template is to be completed throughout the project when lessons learned are identified. Waiting until the end of the Implementation Period to complete the template often results in lessons learned being missed or forgotten.

Once the Implementation is complete, schedule a 30-minute meeting with your team to:

* Review the items in the Lessons Learned Log
* Discuss whether items need to be added
* Develop a recommendation for each item
* Discuss whether recommendations should be applied to your team’s next iteration of improvement implementation

Who should complete the template?

The template is to be completed by the Project Champion or his/her designee. It is recommended to identify and designate the person responsible for this template when completing the QI Implementation Project Charter.

Centers for Disease Control and Prevention (CDC) (2010). Project Management Guide. Lessons Learned. Background. <https://www2a.cdc.gov/cdcup/library/pmg/implementation/ll_description.htm>.

**MQii Lessons Learned Log Template**

**INSTRUCTIONS:**

Complete the template whenever a lesson learned is identified during Implementation of your QI intervention effort.

* **Category** **–** categorizing lessons learned initially allows your team to later filter and search for specific lessons learned in the end. Examples of categories might include: data collection, team operations, screening, assessment, discharge planning, or communications.
* **Issue/Problem –** often lessons learned are a result of an issue or problem that occurred during Implementation. The issue or problem that resulted in the lesson being learned needs to be documented.
* **Success –** sometimes the lesson learned is a result of a successful event or occurrence during Implementation. The successful event that resulted in the lesson being learned needs to be documented.
* **Impact on Intervention –** identify the exact impact on the intervention. This is suggested for all entries.
* **Recommendation –** although recommendations are finalized at the end of Implementation, it is important to include recommendations discussed at the time the lesson learned is identified as recommendations are most pertinent at this time and if not documented, may be forgotten

An example is included below in orangetext.

| **Date** | **Category** | **Issue/** **Problem** | **Success** | **Impact on the Intervention** | **Recommendation** |
| --- | --- | --- | --- | --- | --- |
| May 18th 2017 | Data Collection | Data for “Nutrition Assessment Performed” are not exporting correctly from our EHR system into the template | N/A | Delayed submission of baseline data | When exporting sample data, select 10 patients that have undergone all steps of the malnutrition care workflow to ensure data are captured for each item of the template correctly |
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| **Date** | **Category** | **Issue/** **Problem** | **Success** | **Impact on the Intervention** | **Recommendation** |
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