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## The Good Call Action Series is a grassroots education and action program consisting of five modules completed over five months by interdisciplinary teams across the Island. We are all focused on the same goal: improve the call experience in our local area by focusing how our team communicates!

## In Module 4, we learned:

* How to identify pain points and opportunities for improvement using a process map
* How to prioritize the change ideas we want to test that are within our sphere of control and influence

## Team Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## What we did as a team:

*(What tests of change you tried)*

## One thing that stood out for us:

*(What you learned from the process map, which tools you are interested in trying)*

## What our team wants everyone else on this (unit/clinic/floor) to know:

## If you are interested in learning more, contact:

*(Insert Action Series Team members’ names and best way to contact them)*