

## Driver Diagram

A driver diagram is a visual display of a theory of change that can be used to plan improvement projects activities. It is a visual strategy for a design team to discuss and break down the primary and secondary drivers of a complex problem and brainstorm change ideas that may impact the Aim statement. Driver Diagrams are used to understand the relationship between the following:

- **Aim Statement:** A specific, time-specific, and measurable goal that identifies the desired outcome of a project. Answers the question, *“What are we trying to achieve?”*
- **Primary Drivers:** the “key drivers” that contribute directly to the Aim. These 2-3 big topics or areas you will need to influence to ultimately achieve the Aim. Well written primary drivers help to identify good process measures. Ask yourself, *“How will we achieve the Aim?”*
- **Secondary Drivers:** the drivers that influence the primary drivers. Identifying people that understand the primary drivers are necessary to identify secondary drivers. Well written secondary drivers help to identify good change ideas. Ask yourself, *“How will we influence the primary drivers?”* Keeping asking, *“How else?”*
- **Change Ideas:** the innovations to test in order to achieve the Aim; each change idea should influence at least one secondary driver. Ask yourself, *“What can we do to impact the secondary drivers?”*

The driver diagram is your improvement strategy. There is no right or wrong driver diagram; it should represent the Design Team’s understanding of the system you are trying to improve. Just like your Aim statement, your driver diagram may continue to evolve as you get to understand your systems and processes in more detail.



