**MATRIX DIAGRAM**

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|  | Governing Body | Administrative Team | Medical Staff Leaders | Middle Management | Staff Members |
| Overview Course | ∆ | ∆ | ∆ | ∆ | ∆ |
| Team Training |  | ▪ | ▪ | ▪ | ● |
| Facilitator Training |  | ▪ | ▪ | ▪ | ● |
| Just-in-time Training |  | ● | ∆ | ∆ | ∆ |
| Systems Thinking | ∆ | ∆ | ∆ | ● |  |
| Principle Centered Leadership | ∆ | ∆ | ∆ | ● |  |

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| How to construct |
| 1. Select the appropriate matrix format (e.g. L-shaped: two sets of items; T-shaped; three sets of items showing both indirect and direct relationships). Place the appropriate items on each axis of the matrix 2. Determine the relationship symbols to be used (e.g., the following symbols may be selected: ∆ = very important; ▪ = moderately important, as appropriate; ● = as needed). 3. Create the matrix and indicate the relationship. |
| When to Use |
| * When defined tasks are to be assigned to employees * When comparing tasks to a set of criteria * When evaluating products or services against certain criteria * When determining the relationship between patient satisfaction and certain factors |

Pelletier, L.R. & Beaudin, C.L. *HQ Solutions: Resource for the Healthcare Quality Professional. 4th ed.* Wolters Kluwer; 2018. Page 170