**S.M.A.R.T. GOALS WORKSHEET**

**TEMPLATE WITH SAMPLE TEXT**

Crafting S.M.A.R.T. goals helps you identify the aspects of your project that are realistic and achievable; this exercise also helps you set a deadline. When writing S.M.A.R.T. goals, use concise language and include only relevant information. This worksheet is designed to help you succeed, so be positive when answering the questions.

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| INITIAL GOAL | Write the goal that you have in mind. |
| Our goal is to increase the number of patients who use the at-home electronic check-in system for our medical center. |
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| SPECIFIC | What do you want to accomplish? Who needs to be included? When do you want to do this? Why is this a goal? |
|   | S | We want to conduct a targeted outreach campaign in order to increase the number of patients who use our electronic check-in system before arriving at the medical center. |
| MEASURABLE | How can you measure progress and know if you’ve met your goal? |
|   | M | Currently, of our 250 patients, only 60 opt for our at-home check-in system. We will increase that number to 200.  |
| ACHIEVABLE | Do you have the skills required to achieve the goal? If not, can you obtain them? What is the motivation for achieving this goal? Is the amount of effort required on par with what the goal will achieve? |
|   | A | We already have functional software in place for our in-app and online check-in procedure. We have a small team available to conduct an outreach campaign. We also have the time and resources to train the front desk staff members, so they can help new patients sign up for at-home check-in.  |
| RELEVANT | Why am I setting this goal now? Is it aligned with our overall objectives? |
|   | R | Our company mission is to provide quality, patient-centered medical care. Using our in-app or online check-in services decreases wait time and, therefore, anxiety - thus, improving a patient's level of satisfaction. Our organization also wants to stay current with the industry trend of transitioning to at-home check-in systems. |
| TIME-BOUND | What’s the deadline and is it realistic? |
|   | T | We should be able to hit our target number within six months. On average, our patients visit our office twice per year, so we will see most of our patients within the next six months.  |
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| SMART GOAL | Review your answers above and craft a new goal statement based on them. |
| We will increase the number of patients who use our at-home electronic check-in system from 60 to 200 over a six-month period. We will conduct an outreach campaign targeting our established patients and train our front desk staff to set up new patients for at-home check-in.  |

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