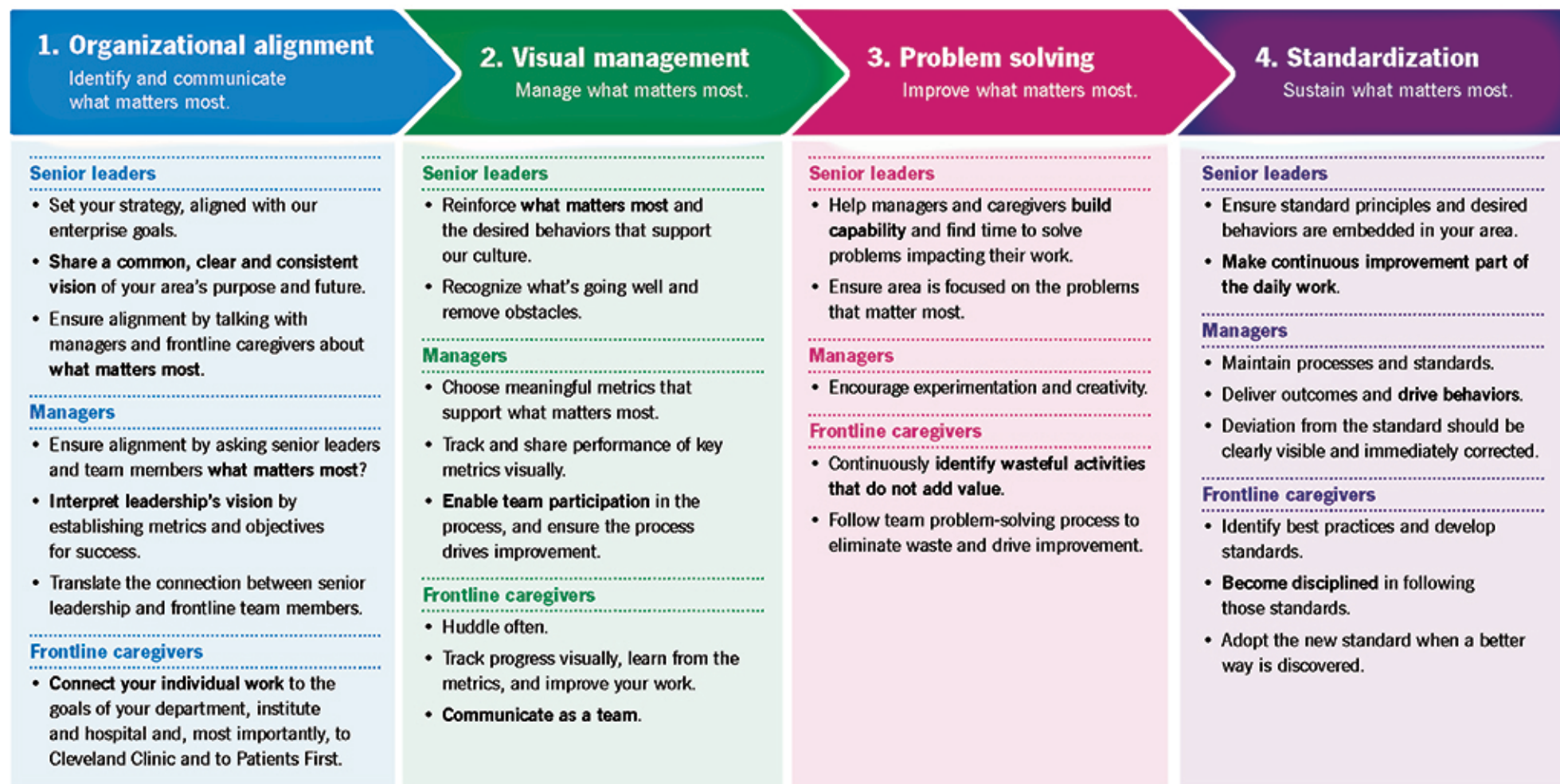




# Cleveland Clinic Improvement Model (CCIM)

Your team can start building a Culture of Improvement by answering the question, **What matters most?**



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**Right systems. Right behaviors. Right results.**

For questions, improvement tools or assistance, contact Continuous Improvement at [improve@ccf.org](mailto:improve@ccf.org).