



Quality and Safety Series

Action Plans






OBJECTIVES

A close-up photograph of a hand in a dark suit jacket and white shirt cuff, pointing towards the word 'OBJECTIVES'.

- Define what an action plan is.
- Identify the key components of an action plan.
- Discuss how to use an action plan.
- Review an example of an action plan.

What Is an Action Plan?

- A step-by-step plan to achieve your SMART* goal.
- Detailed interventions/actions to achieve a goal.
- Assigns responsibility for action items.
 - Establishes accountability.
- Incorporates deliverable dates.
 - Assists in adhering to a timeline.

 S	Specific
 M	Measurable
 A	Attainable
 R	Relevant
 T	Time-Bound

Action Plan Key Components

ORGANIZATION NAME							
Action Plan for PROJECT Initiated DATE–Updated DATE							
Goal Statement:		<p>Clearly state the aim/goal that you are trying to accomplish. The aim should be SMART:</p> <ul style="list-style-type: none"> • Specific • Measurable • Attainable • Relevant • Time-Bound 					
ITEM	ROOT CAUSE	PLAN	RESPONSIBILITY	DATE DUE/COMPLETED	MEASUREMENT PLAN	STATUS	RESULTS/LESSONS LEARNED
Identify key areas for improvement.	Identify the root cause of the problem (findings of the root cause analysis [RCA]). The root cause is the factor that when fixed prevents the problem from re-occurring.	Identify plan for accomplishing the improvement in each area identified for change.	Identify project leader and/or team. Make sure to include individuals that directly work in the area that is under improvement. Assign clear responsibilities to each team member.	Set deadlines. Identify when completed. Due (D) Completed (C) D—xx/xx/xx C—xx/xx/xx	Describe the plan to collect information to evaluate the results and to monitor progress.	Describe the status of progress over time	<p>Plan-do-study-act (PDSA)</p> <ul style="list-style-type: none"> • Record what you have learned. • What has worked/not worked? • Identify changes you would make to your project plan and plans you have moving forward. • Identify potentials to spread good practices across your organization.

Key Component: Item

Item:

An individual strategy identified to reach your goal.



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Key Component: Root Cause

Root Cause:

Identified during the root cause analysis, it is the driving force behind the item/strategy or intervention in the first column.



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Key Component: Plan

Plan:

Action steps to be taken to accomplish the item/strategy.

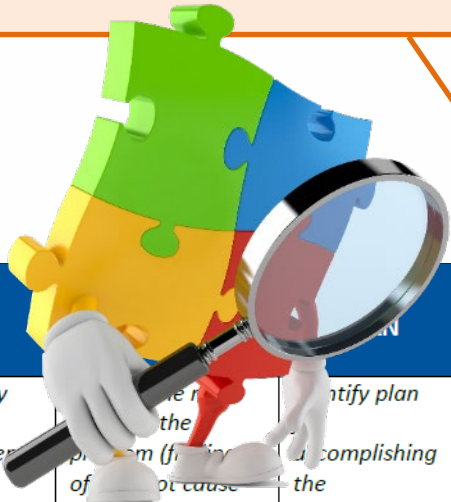


ITEM	ROOT CAUSE	PLAN	RESPONSIBILITY	START DATE	MEASUREMENT PLAN	STATUS	RESULTS/LESSONS LEARNED
Identify key areas for improvement.	Identify the root cause of the problem (findings of the root cause analysis [RCA]). The root cause is the factor that when fixed prevents the problem from re-occurring.	Identify plan for accomplishing the improvement in each area identified for change.	Identify project leader and/or team. Make sure to include individuals that directly work in the area that is under improvement. Assign clear responsibilities to each team member.	Started Identify when completed. Due (D) Completed (C) D—xx/xx/xx C—xx/xx/xx	Describe the plan to collect information to evaluate the results and to monitor progress.	Describe the status of progress over time	Plan-do-study-act (PDSA) <ul style="list-style-type: none"> Record what you have learned. What has worked/not worked? Identify changes you would make to your project plan and plans you have moving forward. Identify potentials to spread good practices across your organization.

Key Component: Responsibility

Responsibility:

The individual or group assigned to accomplish the plan or action items.



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Key Component: Date Due/Completed

Date Due/Completed:

Set deadlines that align with the project timeline. You can also use this column to document delays.



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Key Component: Measurement Plan

Measurement Plan:

Document the metrics to measure the success or efficacy of the plan/action(s).



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See Rapid-Cycle Improvement—Critical to Quality Tree Template: www.hsag.com/hqic/quality-series

Key Components: Status

Status:

Document status updates each time the team meets.



ITEM	ROOT CAUSE	PLAN	RESPONSIBILITY	IMPLEMENTATION PLAN	STATUS	RESULTS/LESSONS LEARNED
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Key Component: Results/Lessons Learned

Results Lessons Learned:

Document successes, barriers, and plans for scale and spread. Perform a PDSA* on your strategy!



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*PDSA = plan, do, study, act

Action Plan Example

Quality Care Practice of Your Town							
Action Plan for Aspirin Therapy Initiated 9/01/19–Updated 10/22/19							
Goal Statement:		To improve the heart health of our patients by increasing awareness of appropriate low-dose aspirin therapy, with 90% of high-risk patients receiving education by the end of CY 2019.					
ITEM	ROOT CAUSE	PLAN	RESPONSIBILITY	DATE DUE/COMPLETED	MEASUREMENT PLAN	STATUS	RESULTS/LESSONS LEARNED
Staff Education	Lack of familiarity with current guidelines	<ol style="list-style-type: none"> 1. Conduct front-line staff education 2. Conduct competency assessment 	<ul style="list-style-type: none"> • Dr. Hauser • All frontline staff 	<ol style="list-style-type: none"> 1. D—11/01/19 C—10/10/19 2. D—11/15/19 C—10/31/19 	<ul style="list-style-type: none"> • 100% staff attendance • 100% on assessment 	Complete	100% of front-line staff received training and achieved score of 100% on competency assessment (3 on second attempt).
Patient Education: EMR/systems	No aspirin education in system	<ol style="list-style-type: none"> 1. Add education to EMR 2. Implement chart audits to verify (through 2012) 	Mary	<ol style="list-style-type: none"> 1. D—11/01/19 C—10/29/19 2. D—12/31/19 	Audit charts monthly to see if education has been given from EMR: target 100% compliance	EMR updates complete	Dr. Jones has problems accessing the internet to get patient education on aspirin. We will provide materials at check out and make sure it is tracked for Meaningful Use.
Patient Education: Office reminders	Incomplete understanding of aspirin therapy	<ol style="list-style-type: none"> 1. Obtain materials and MD approval 2. Display patient posters 	<ul style="list-style-type: none"> • Robin/ Dr. Hauser • Jennifer 	<ol style="list-style-type: none"> 1. D—11/01/19 C—10/10/19 2. D—11/15/19 C—10/31/19 	1 poster in each high-traffic area	Complete	HSAG posters displayed in waiting area and examination rooms.

Action Plan Template



Action Plan

Action Plan							
Action Plan for _____ Initiated __/__/__ - Updated __/__/__							
AIM Statement:							
ITEM	ROOT CAUSE	PLAN	RESPONSIBILITY	DATE DUE/COMPLETED	MEASUREMENT PLAN	STATUS	RESULTS/LESSONS LEARNED



Key Take-Aways

- An action plan is a step-by-step plan to achieve your SMART goal.
- An action plan provides a team/project leader with a tool to design, assign, and track the implementation of a quality improvement initiative.



Key Take-Aways (Cont.)

Components of an action plan:

- **Item:** Strategy or intervention designed to achieve your goal.
- **Root cause:** The driving force or issue that your strategy/intervention is addressing.
- **Plan:** The action steps you are taking.
- **Responsibility:** The team or person accountable for implementing the plan.
- **Date/time completed:** The deadline to complete your plan that coincides with the project timeline.
- **Measurement plan:** Shows how you are going to measure the success of implementation of the plan.
- **Status:** Ongoing updates on the progress of the plan.
- **Results/lessons learned:** Successes and barriers that will enable you to PDSA your plan.



Thank you!

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