

## Action Plan—Guidance

Use this form to develop your quality improvement plan. Clarification for each component is provided below and a blank template follows.

Facility Name/Centers for Medicare & Medicaid Services Certification Number (CCN):							
Action Plan for PROJECT Initiated DATE—Updated DATE							
<b>Goal Statement:</b>	<p><i>Clearly state the aim/goal that you are trying to accomplish. SMART goals template at: <a href="#">SMART goals</a>.</i></p> <p><i>The aim should be SMART:</i></p> <ul style="list-style-type: none"> <li><i>Specific</i></li> <li><i>Measurable</i></li> <li><i>Attainable</i></li> <li><i>Relevant</i></li> <li><i>Time-Bound</i></li> </ul>						
ITEM	ROOT CAUSE (study)	PLAN	RESPONSIBILITY (plan)	DATES (plan)	MEASUREMENT PLAN (do)	RESULTS/LESSONS LEARNED (study)	STATUS (act)
<i>Identify key areas for improvement.</i>	<i>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.</i> <a href="#">5WhysRCA</a>	<i>Identify plan for accomplishing the improvement in each area identified for change. If we do this, then this will happen.</i>	<i>Identify project leader and/or team. Make sure to include individuals who directly work in the area that is under improvement. Assign clear responsibilities to each team member.</i>	<i>Set deadlines. Identify when completed. Initiated (I) Due (D) Completed (C) I—xx/xx/xx D—xx/xx/xx C—xx/xx/xx</i>	<i>Describe the plan to collect information to evaluate the results and to monitor progress.</i>	<b><i>Plan-Do-Study-Act (PDSA)</i></b> <ul style="list-style-type: none"> <li><i>Record what you have learned.</i></li> <li><i>What has worked/not worked?</i></li> <li><i>Identify changes you would make to your project plan and plans you have moving forward.</i></li> <li><i>Identify potentials to spread good practices across your organization.</i></li> </ul> <a href="#">PDSA</a>	<i>Describe the status of progress over time.</i>



## Resources:

Health Services Advisory Group (HSAG) ESRD: <https://www.hsag.com/en/esrd-networks/hospitalizations/>

HSAG SMART Goals Worksheet: [https://www.hsag.com/globalassets/esrd/care-transitions/allnw\\_smartgoals\\_508.pdf](https://www.hsag.com/globalassets/esrd/care-transitions/allnw_smartgoals_508.pdf)

HSAG Root Cause Analysis: 5 Whys Worksheet: [https://www.hsag.com/globalassets/esrd/care-transitions/5-whys-rca-tool\\_final.pdf](https://www.hsag.com/globalassets/esrd/care-transitions/5-whys-rca-tool_final.pdf)

HSAG Plan-Do-Study-Act (PDSA) Worksheet: [https://www.hsag.com/globalassets/esrd/care-transitions/hsag\\_pdsaworksheet\\_final.pdf](https://www.hsag.com/globalassets/esrd/care-transitions/hsag_pdsaworksheet_final.pdf)

ESRD National Coordinating Center (NCC): <https://esrdncc.org/en/>

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