

Implementing and Monitoring the Plan of Action

Objectives for This Module

- ❖ Identify appropriate intervention actions to change clinical practice
- ❖ Discuss importance of monitoring the plan of action
- ❖ Review timing for implementing intervention and monitoring activities

Review our Status

You have:

- ❖ Selected a target outcome
- ❖ Conducted the process-of-care investigation
- ❖ Developed a problem/strength statement
- ❖ Identified best practices for the target outcome

The Next Step in Outcome Enhancement

To foster behavioral change
within our agency

Focus on Intervention

- ❖ **State the actions to occur**
- ❖ **Plan their implementation**
- ❖ **Follow through**

What Does "Intervention" Mean:

- ❖ Relative to a patient care plan?
- ❖ Relative to the agency's plan of action?

Plan of Action's Intervention Actions

- ❖ What is to be done
- ❖ When it is to be done
- ❖ Who is responsible
- ❖ How action is to be monitored

Handout 2: Review Intervention Actions

Relationship of Intervention Actions to Best Practices

- ❖ Move the best practices
“off the paper”
- ❖ Carefully plan change(s)
- ❖ Focus on behavior change

Recommended Approach to Develop Intervention Actions

- ❖ Lay out a map to implement best practices
- ❖ Keep number of actions to four or five
- ❖ Each action has a single focus
- ❖ Plan to implement within one month

Evaluating Intervention Actions

- ❖ **Related to best practices?**
- ❖ **Practical and achievable?**
- ❖ **Adequate to change care?**
- ❖ **Scheduled to begin immediately?**

Plan to Change Clinician Behavior

- ❖ Is an in-service sufficient?
- ❖ Will changing a form do?
- ❖ Does anything work?

Changing Clinician Behavior Requires:

- ❖ Recognizing need for change
- ❖ Identifying a specific change to make
- ❖ Organizational support for the change
- ❖ Full integration of the change

Handout 3: Changing Staff Behavior Techniques

Checkup for Change

- ❖ **Do staff know?**
- ❖ **Has necessary knowledge/skill been conveyed?**
- ❖ **Do organizational processes allow/support change?**

Monitoring the Plan

- ❖ To assure that implementation happens
- ❖ To assess extent of behavior change occurring
- ❖ To determine potential need for modification

Sample Monitoring Approaches

- ❖ Quarterly chart review
- ❖ Peer review
- ❖ Supervisory visits
- ❖ Case conferences
- ❖ Staff meetings

Key Elements of Monitoring Activities

- ❖ Responsible person(s) identified
- ❖ Frequency begins high, then tapers
- ❖ Provision for feedback
- ❖ Integrated into routine activities

Handout 4: Monitoring Approaches

Characteristics of Effective Monitoring Approaches

- ❖ Results reviewed and quickly responded to
- ❖ Occur as routine activity within agency
- ❖ Implemented as planned

Evaluating the Plan of Action

- ❖ Quarterly intervals
- ❖ When the next outcome report arrives

Handout 5: Checklist for Agency Plan of Action