

**Study Questions—Module 6**  
**Implementing and Monitoring the Plan of Action**

- 1. Implementing the Plan of Action involves all but one of the following:**
  - A. Moving the written document into action
  - B. Fostering behavioral change in care delivery among agency staff
  - C. “Tweaking” internal processes to gain efficiency
  - D. Instituting specific changes in care delivery to enhance patient outcomes
  
- 2. Standardizing best practices among clinicians facilitates changes in care behaviors and results in improved patient outcomes.**
  - A. True
  - B. False
  
- 3. Which of the following actions does NOT contribute to successfully monitoring the Plan of Action:**
  - A. Identify specific individuals responsible for monitoring activities
  - B. Monitor as a separate activity rather than integrating it into routine agency activities
  - C. Begin monitoring efforts at a high frequency
  - D. Provide feedback to staff
  
- 4. Arrange these steps of the Outcome Enhancement process in the correct order:**
  1. Select target outcome to improve
  2. Identify best clinical practices to improve the target outcome
  3. Develop a problem/strength statement
  4. Investigate what was actually done that led to the target outcome
  5. Implement a plan of action
  - A. 1, 2, 3, 4, 5
  - B. 1, 4, 3, 2, 5
  - C. 1, 2, 4, 3, 5

Study Questions Answers—Module 6  
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1. C
2. A
3. B
4. B