

Keys For Success:

Plan of Action (POA) Monitoring

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Objectives

- Identify the three stages of monitoring for successful POAs
- Understand the timetable for POA monitoring
- Explain interventions stemming from POA monitoring
- Identify available POA monitoring tools

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Monitoring

- Check
- Observe
- Watch
- Supervise
- Keep an eye on
- Scrutinize
- Examine

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POA Monitoring

- Monitoring of Intervention Actions (IAs)
- Monitoring of Best Practices (BPs)
- Monitoring of the POA

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Intervention Actions

Action	Time Frame		Responsible Person(s)	Monitoring of Each IA and Frequency
	Start	Finish		

POA IAs

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

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IAs

ARE:

Actions taken by the quality improvement (QI) team to move the POA from the paper and into action.

- Identify Target Outcome (TO)/rationale
- Identify BPs/rationale
- Identify Target Rate

IAs

ARE NOT:

- BPs
- Monitoring Activities

IAs—Categories

- Select from more than one or two categories.
- Categories:
 1. Education
 2. Forms/Tools/Guidelines
 3. Protocols/Policy
 4. Staff Motivation and Communication

Recommended Approach to Develop IAs

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

Changing Clinician Behavior

Requires:

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

Plan to Change Clinician Behavior

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

Suggestions for IAs

- Skits
- Multidisciplinary conferences
- Care paths, care maps, etc.
- Reminders (i.e., post-its, posters, e-mails)

Please see OBQI manual for additional examples

Evaluating IAs

- Related to BPs?
- Practical and achievable?
- Adequate to change care?
- Scheduled to begin immediately?

IAs—Time Frames

- Indicate a time when the IA will begin
- Indicate a time when the IA will end
- Do not indicate “ongoing”
- Follow sequentially (map out)
- Example:
 - Develop “document”
 - Obtain approval
 - In-service staff

Time Frame Suggestions

- Complete POA development and begin first IA within one month
- Maintain momentum and complete IAs within a short time frame
- “Begin” date of first IA is date of POA implementation

IAs—Responsible Person

- Limit to one or two people
- Responsible that the IA is scheduled and occurs
- Is resource person for staff

Monitoring of IAs



- Did the action occur as planned?
- Did the agency have backup plans?
- Were you able to *stop* monitoring? (YES!)
- Is IA monitoring occurring as IA occurs?

IA Monitoring Examples

- In-service: sign-in sheet with follow-up for staff not in attendance
- “Document”
 - Meeting minutes reflect approval, pilot test, results, minutes, etc.
- Pre/Post test
 - Results inclusive of all staff; follow-up for staff not qualifying on score

BP Monitoring

- Ensure clinicians accomplishing BPs
- Identify staff not incorporating BPs into their care plans
- Determine barriers to implementation of BPs
- Frequency
 - High initially → tapers down
- Begin **immediately** after IA for BP

BP Monitoring

Compliant Clinicians:

- Taper down monitoring—trend compliance
- Address individuals who are not compliant—Why not?
- Problem solve as appropriate

BP Monitoring

Noncompliant Clinicians:

- Determine why not practicing BPs
- Problem solve as appropriate

Post-BP Monitoring

- Share results
- Affecting TO rate on reports?
- Determine need for additional IAs

Checkup for Change

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

Tips for Internal Monitoring

- Monitor your measures over time
- Assign responsibilities for data collection
- Establish a schedule and process for data collection
- Consider real-time data collection
- Integrate data collection into ongoing work

Monitoring Tools

- Best Tracker Tool
- ACH Data Collection Tool
- Run charts/Control charts
- *HH Compare* Conversion Tool
- Tally reports

Sample Monitoring Approaches

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

Key Elements of Monitoring Activities

- Identify responsible person(s)
- Begin with high frequency, then taper
- Provision for feedback
- Integrate into routine activities

Characteristics of Effective Monitoring Approaches

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

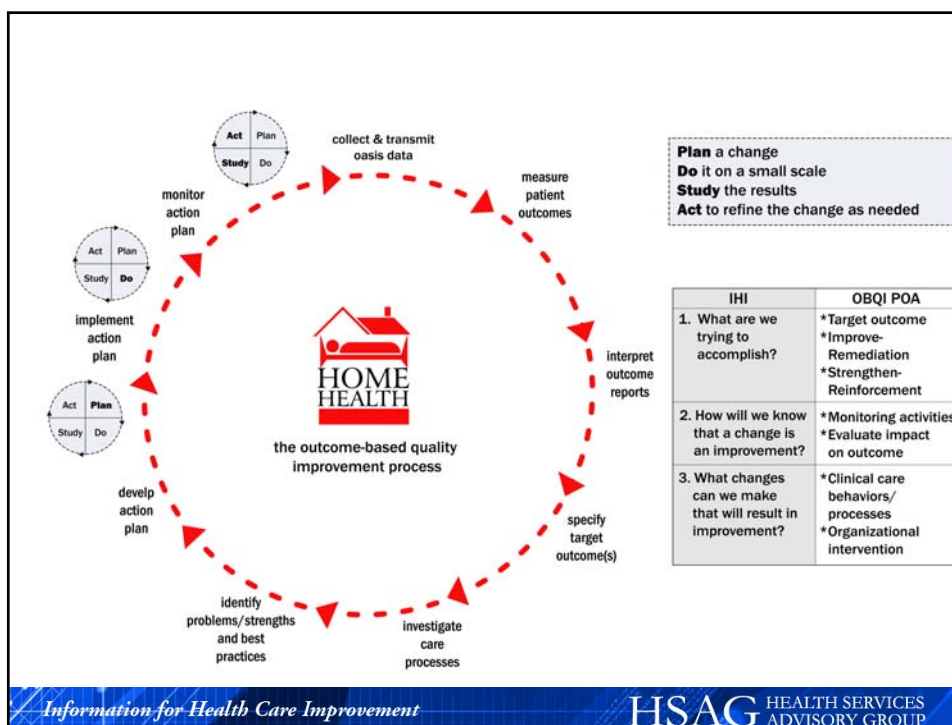
Monitoring the POA



- Set a date when your team will pull next OBQI report
- Evaluate results versus target rate
- Determine next steps

Monitoring the POA

- Assure implementation happens
- Assess extent of behavior change occurring
- Determine potential need for POA modification



Next Steps

- Have you attained your target rate?
- Is there still work to be accomplished for this TO?
- Are you satisfied with your performance?

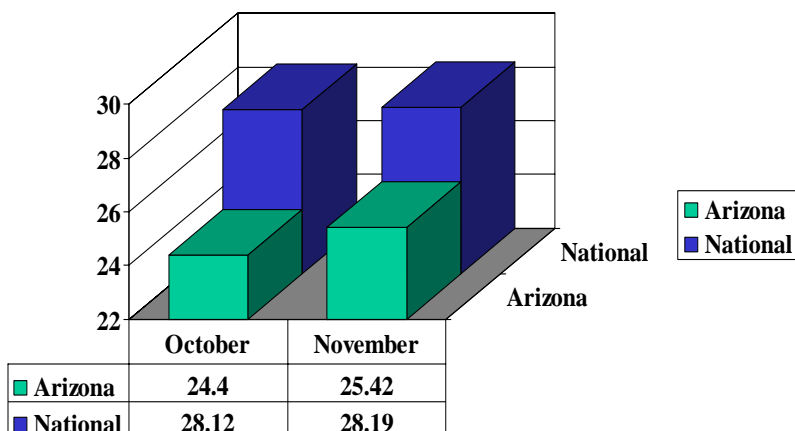


TO Rate Not Improving

- Investigate IAs—accomplished as planned?
 - If not, complete IAs
- Consider adding additional/different IAs if all IAs accomplished
- Consider potential need to conduct second POCI with next “Ideal Care” if IAs comprehensive

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ACH Rate October 2004 and November 2005



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Next Steps



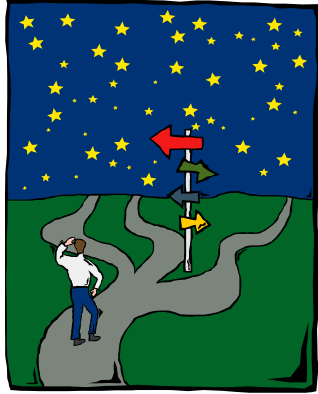
- Discuss with team
- Further investigation?
- Finalize POA
- Implement POA
- Conduct small tests of change
- Measure and monitor
- Work collaboratively with HSAG and other HHAs

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Resources



Arizona Home Health Quality Initiative (HHQI)

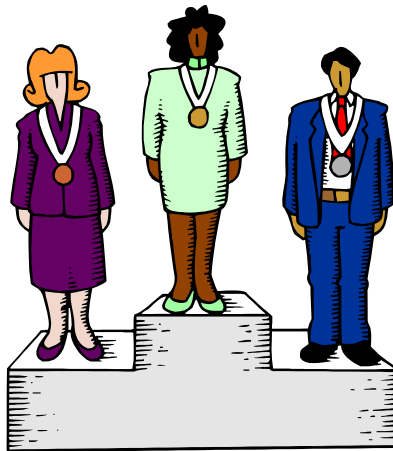
<http://hhqi.hsag.com>

MedQIC

<http://www.medqic.org>

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