

# Implementing and Monitoring the Plan of Action (POA)

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# POA's Intervention Actions

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

# 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

# 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

# Characteristics of Effective Monitoring Approaches

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

# Evaluating the POA

- ❖ Quarterly intervals
- ❖ When the next outcome report arrives
- ❖ Best Practice Tracking Tool

**QUESTIONS?**

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