

Plan of Action (POA) Process

Selection Of Target Outcome: Using OBQI 2-Bar Report.

Criteria:

1. Statistical significance
2. Magnitude of outcome differences
3. Adequate number of cases
4. Actual significance level of the differences
5. Relevance to your agency's goals
6. Clinical significance

Process of Care Investigation: What do we think is going on?

1. List care practices—What should we be doing?
2. Systematic investigation of care contributing to outcomes—review 30 charts.
3. Do we have a problem?

Problem Statement: What was found in the Process of Care Investigation?

1. Written description of the problem.

Best Practice List: What do we know about how to solve our problem?

1. Similar to care behaviors listed above.
2. Characteristics of good "Best Practice" statements:
 - Include precise clinical activities or processes.
 - Specifically address the stated problem (or strength).
 - Identify actions desired of all clinical staff.
 - Address activities beyond documentation.

Intervention Actions: How do you implement Best Practices?

1. Step-by-step written list of actions necessary to implement Best Practices.
2. POA's intervention actions include:
 - What is to be done?
 - When it is to be done?
 - Who is responsible?
 - How action is to be monitored?

 - 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.

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