

Step 6.5 – Change and Measure

Corrective Action Plan Worksheet

Introduction

In this step the team identifies actions to change or eliminate the root cause. If there is more than one root cause identified, an action plan must be developed for each one. The key is to choose actions that address each root cause. These actions will generally require creating a new process or making a change to a current process. There can be more than one action plan for each root cause. Some action plans may be short-term interventions which can be accomplished quickly and some action plans require more long-term implementation steps. The goal is to develop the strongest actions to eliminate the root cause. Nursing homes often included re-training of staff as an action. Education does not ensure a prevention of most root causes. Look for ways to change the system to eliminate the root cause.

Listed below are examples of stronger, intermediate, and weaker actions. Aim for corrective actions with a stronger or intermediate rating, based on the categories of actions below. Corrective actions that change the system and do not allow the errors to occur are the strongest.

Stronger Actions

- Change the physical surroundings
- Test the usability of devices before purchasing
- Add engineering controls into the system: functions which force the user to complete an action before moving to the next one
- Simplify process and remove unnecessary steps
- Standardize equipment or the process
- Involvement and action by leadership in support of resident safety; for example, leaders are seen and heard making or supporting the change

Intermediate Actions

- Increase staffing, decrease in workload, change staffing patterns, etc.
- Software enhancements/modifications
- Eliminate/reduce distractions
- Checklist/cognitive aid
- Eliminate look alike and sound alike terms
- “Read back” to assure clear communication

- Enhance documentation/communication

Weaker Actions

- Double checks
- Warnings and labels
- New procedure/memorandum/policy
- Training
- Additional study/analysis

How to Use

Use this worksheet to identify the corrective action plans needed to eliminate each root cause.

- For each root cause identified, enter the corrective action plans intended to prevent the root cause from leading to another harmful event.
- For each corrective action plan, designate a goal
- For each corrective action plan, identify specific actions to reach the goal
- For each corrective action plan, designate the individual or group responsible for completing the action
- For each corrective action plan designate the time frame for completion.
- For each corrective action plan, designate a measure to show that the actions led to an improvement

Corrective Action Plan

Root Cause:

Goal: What are we trying to accomplish?	What specific actions can we make to reach our goal?	Who is responsible?	When will the work be completed?	Measure: What can we measure to show the actions led to an improvement?

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