

Plan of Action / POA

Section 5. Intervention Actions

Intervention Actions need to state

Action: What will be done by the agency to implement the best practices?

Timeframe: When will it be done, from start to finish?

Responsible Person: Who will be accountable for getting this action done? Lead person?

Monitoring: How will you know that the intervention action is completed?

Types of Intervention Actions & Examples

You will have a greater chance of succeeding with your best practices by using a variety of intervention actions, not just by doing in-services alone.

Educational Intervention Actions

- Care conferences: Discuss Emergent Care episodes at each conference
- In-services
- Self-study modules: Include OASIS web-based training in orientation
- Videos: such as for Pain Management
- Printed materials (screening tools, patient care packets)
- Patient-teaching materials: use tools from Linda Krulish “Best Practice Series”

Organizational Intervention Actions

- Use a multi-disciplinary best practice workgroup to design & test a new assessment tool
- Develop a care map, a clinical pathway, or a best practice guideline
- Write a new policy and procedure re: agency process for referring patients to the ER
- Set up a clinical competency program for new staff with observation of best practices
- Set up a mentoring / peer review program

Communication Intervention Actions

- Best Practice memos
- Staff reminders: monitoring updates/bulletins
- Email/voicemail messages
- Patient record stickers
- Feedback to staff using a POA Storyboard and monthly audit results for best practices (run charts)
- Paycheck notices, Bulletin boards

Internal / external consultation and resources

- Expert opinion leaders: medical advisory groups, clinical specialists
- Research reports from the web
- Health care associations: ADA, Stroke, etc.