

# Action Planning

## 1. Background Information

1.a Describe your organization's overall vision, which may include your mission, vision and values:

1.b. List your organization's strategic goals.

**2. Rate the extent to which the following tools used to assess frailty and improve communication are used in your organization.**

0 = Not in place 1 = ineffective 2 = moderately effective 3 = very effective NA = not applicable

<b>Tools to Assess Frailty</b>	<b>Ranking</b>
Activities of Daily Living	
Balance Assessment	
Geriatric Assessment Previsit Questionnaire	
Geriatric Depression Scale	
Mini Mental State Examination	
Montreal Cognitive Assessment	
Screening Tool to Identify Frail Patients	
Other:	
Other:	
Other:	
Other:	
Other:	
<b>Structured Communication Tools</b>	
SBAR	
I PASS the BATON	
Other:	
Other:	
Other:	
<b>Team Processes</b>	
Regular multidisciplinary meetings	
Prioritize Problems	
Come to consensus on treatment plan	
Monitor Progress toward Goals	
Determine Patient/Caregiver Education Needs	
Written documentation of the services provided by your geriatric assessment program	
Written documentation of policies/procedures for your geriatric assessment program	
Specific continuing education requirements for members of your geriatric assessment team	
Other:	
Other:	
Other:	

**Based upon your knowledge of processes in place to assess frailty and communicate across departments and organizations complete the following 10 step action plan.**

**Step 1: Define the problem, challenge, opportunity**

We need to strengthen our ability to assess frailty because (be specific by identifying structures, processes, or outcomes you would like to change):

We can do this by (be specific by describing desired changes in structures and processes):

We need to strengthen our structured communication processes because ((be specific by identifying structures, processes, or outcomes you would like to change):

We can do this by (be specific by describing desired changes in structures and processes):

We need to improve our team processes because be specific by identifying structures, processes, or outcomes you would like to change):

We can do this by (be specific by describing desired changes in structures and processes):

**Step 2: Create the change team** (choose members based on influence/willingness, relevance to problem, challenge, opportunity)

NAME	ROLE

**Step 3: Define your aim(s)/goals**

What will be achieved?

What organizations/departments will be involved?

When and where the change will occur?

**EXAMPLE:**

We will improve our ability to screen frail elders for fall risk. We will do this by using the Timed Up and Go (TUG) across all organizations that interact with older adults. We will start with the primary care clinic. By Oct. 1, 2009, nurses and medical assistants will effectively use the TUG to screen all older adults who have reported a fall in the last 6 months.

### Step 5: Design an intervention

Clinic or Hospital as a whole:

Units/departments of focus:

Which instruments/strategies:

### Step 5: Decide Measures for your intervention (consider structure, process, outcome)

- Structure Measure = Number of staff trained to use screening instrument
- Process Measure = Number of times screening performed
- Outcome Measure = Obtain fall rates within the hospital/nursing home/assisted living facilities
- Outcome Measure = Patient/Staff satisfaction with process

### Step 6: Develop a plan

<b>What</b>	<b>When</b>
Obtain support from Management, Medical Staff, and Board	
Engage and Educate Department Heads	
Communicate aims, goals of plan at hospital and department levels	
Conduct necessary training	
Ensure policies/procedures support action plans	
Plan for Evaluation of Change	

## **Step 7: How will you sustain and spread changes embedded in the action plans?**

Role modeling

Monitoring

Integrate into new employee orientation, competency testing

Improved feedback at hospital and department level

## **Step 8: Communication Plan**

Stakeholder analysis (who needs to provide support, who needs to be brought over to your side)

Elevator Speech:

We have chosen to focus on screening older adults who report a fall in the last 6 months for modifiable risk factors.

It is important that we improve our ability to detect and modify fall risk factors in our older adults because falls lead to injury, institutionalization, poor quality of life and increased healthcare costs.

We need you to support our efforts by training your nurses and medical assistants to conduct the Timed Up and Go test as screening test for modifiable fall risk factors.

**Step 9: Write your final action plan covering steps 1 – 8.**

**Step 10: Review of plan by key personnel**