



Acute Care Hospitalization (ACH) EXAMPLE Plan of Action Worksheet

Agency Name: Happy Health Care **Provider #:** AZ037XXX **Contact Name:** _____
Area(s) of Improvement Selected (ACH Improvement Matrix): Promoting Patient Self-Management & Implementing Evidence-Based Practices and Guidelines
Identify Strategies of Focus: Establish individualized urgent/emergent care contact plan for each patient & Use evidence-based risk assessment tools to identify high-risk patients and incorporate risk factors into individualized patient care plans.
Target Goal: contact Caralyn Williams for guidance at 602.745.6284.

Quality Improvement Team Members	
1. (Facilitator) Casey, RN, QI Director	3. Kathy, Medical Records
2. Bill, BSN, RN, Clinical Director	4. Ann, Home Care Aide
5. Paul, RN, Clinical Nurse	6. Sam, CEO/Administrator
7. Marianne, OBQI QI	8. Debbie, RN, Intake
9. Lynn, PT, Therapy Manager	10. Sherry, RN, Clinical Nurse
Outcome Report Date: August, 2005 Plan of Action Date: December 9, 2005 Target Outcome Selection Date: December 1, 2005	
1. Target Outcome: Acute Care Hospitalization 1a. Current 18.7% (from OBQI Outcome Report) 1b. Prior Year 25.6% (from OBQI Outcome Report) 1c. Nat'l Reference 24.4% (from OBQI Outcome Report)	2. Plan of Action for (circle one): Reinforcement 2c. Should Be Done List Date Completed: 12-05-2005 2d. Process of Care Audit Date Completed: 12-09-2005
3. Problem Statements: <i>Identified Problem(s) (for Improvement) or Strength(s) (for Reinforcement):</i> Clinicians are not assessing patients for risk of hospitalization at SOC/ROC. Clinicians are not providing emergency contact protocol at SOC/ROC. Clinicians are not individualizing care plans for high risk patients at SOC/ROC Date Finalized: 12-09-2005	4. Best Clinical Practices (prioritized): <i>At SOC/ROC, all patients will be assessed for risk of re-hospitalization or need for emergent care.</i> <i>Patients who are identified as high risk (scoring guide on tool) will have individualized care plans developed/implemented at SOC/ROC by clinician.</i> <i>Clinicians will develop emergency contact protocol for all patients at SOC/ROC and all visiting staff will instruct at each visit until patient/caregiver verbalize understanding</i> Date Finalized: 12-09-2005