

Plan of Action for Continuous Quality Improvement

QUALITY IMPROVEMENT TEAM MEMBERS

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|---------------------------------------|------------------------------------|
| 1. Nancy Nurse, Other | 5. Pam Patience, Manager |
| 2. Sally Strong, RN | 6. Ollie Oryx, RN, Home Care Nurse |
| 3. Barb Beacon, RN, Clinical Director | 7. Cathy Chap, RN, Home Care Nurse |
| 4. Debbie Data, OASIS Entry | |

Outcome Report Date: 3/13/2003

Plan of Action Date: 3/18/2003

1. Target Outcome Addressed by Plan of Action: Any Emergent Care provided
2. Action Plan for (circle one): a. **Remediation** b. Reinforcement
3. Identified Problem or Strength: Clients are seeking emergent care before 8:00 am and after 5:00 pm
4. Care behaviors or processes selected as Best Practices (Prioritized):
 - a. Teach patient and caregivers how and when to call agency.
 - b. Provide on-call box with patient information for on-call nurse.
 - c. Report to on-call nurse for new admissions

5. Intervention Actions (Prioritized):

Action	Time Frame Start/Finish	Responsible Person(s)	Monitoring Approaches (and Frequency)
Upon admission, revise process of providing written instruction including telephone numbers to agency and how to contact on-call nurse. Color code instruction handout and use bold large font. Implement use of folder for patient to place written instructions on how to call on call nurse when office is not open. Folder will be named confidential folder and other important home health information will be kept in this folder as well.	3/17/2003 4/3 2003	Nancy Nurse	Written instructions are developed and approved by director. Purchasing colored paper and folders are approved by director.
Provide educational handouts that reinforce teaching patient and caregiver early warning signs of acute exacerbation and to access medical intervention prior to exacerbation. Teaching guides to be placed in confidential folder	3/18/2003 4/3/2003	Pam Patience	Teaching guides are selected and approved by case manager.
Reinforce for on call nurse to keep on call box after hours and bring into office to be updated daily.	3/17/2003 3/18/2003	Cathy Chap	Director to discuss importance of on call box and process at next staff meeting.

On call nurse to receive a daily report (Monday-Friday) from case manager on new admissions.	3/18/2003 4/3/2003	Ollie Oryx	Director to approve and implement process.
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Plan of Action for CQI, continued

5. Evaluation:

a. Review of Plan:

Date:

Responsible Person(s): Pam Patience

Results: No data

b. Next Outcome Report:

Date: No data

Results: No data

Next Step(s): No data

c. Monitoring Activities: Monitor use of patient educational materials and confidential folder, use of on call box, and process of daily reporting new admissions to on-call nurse.

Date Completed: 5/30/2003

Finding:

Response: