



Preparation for New Risk Managers and Peer Reviewers

Creating a Plan of Corrective Action for the Incident

Part 5 of a 5-Part Series

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Preparation for New Risk Managers and Peer Reviewers

Part 1: Introduction to Incident Investigations

Part 2: Initiating an Incident Investigation

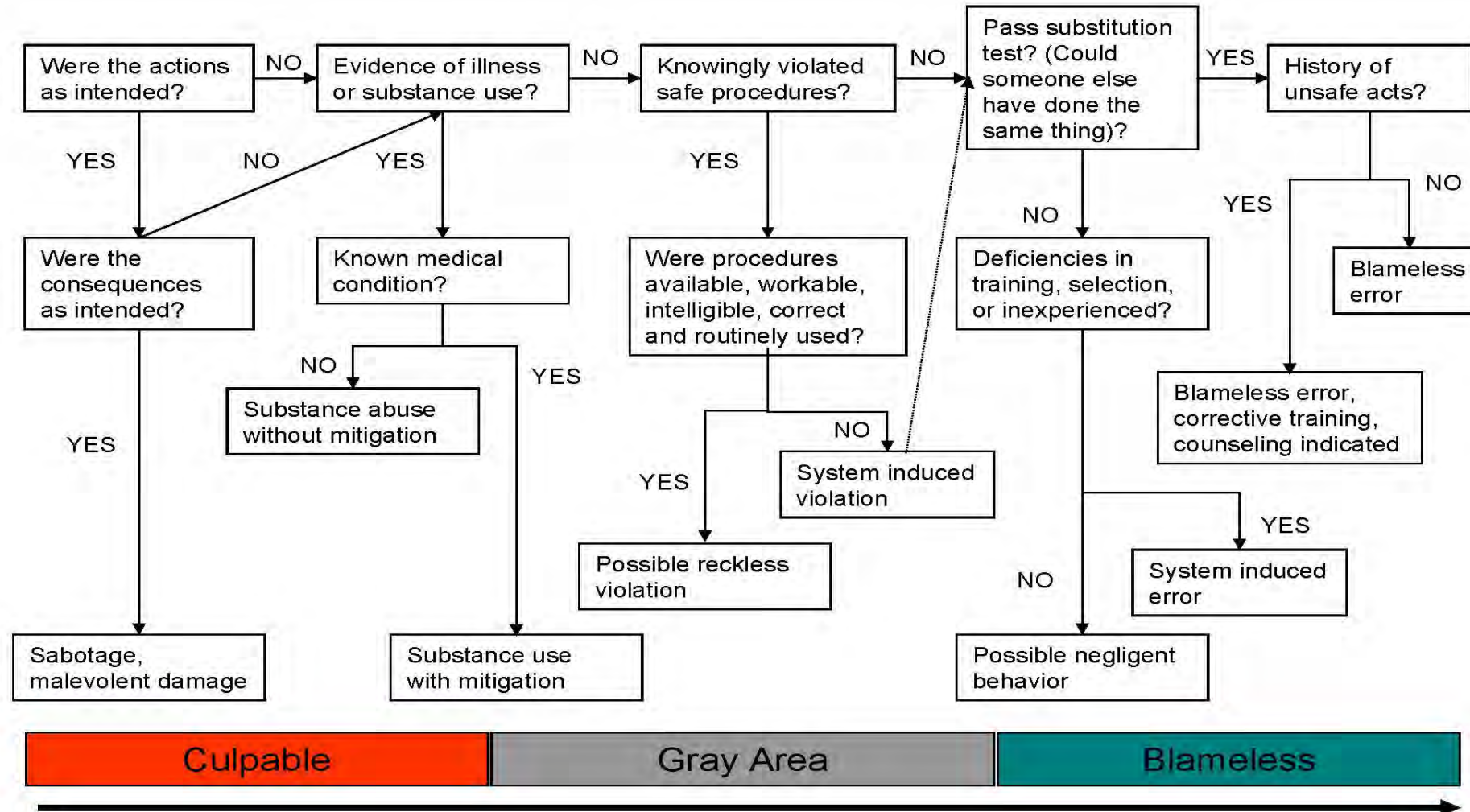
Part 3: Incident Investigation Documentation

Part 4: Determining the SOC within the KS State Risk Management Regulations

Part 5: Creating a Plan of Corrective Action for the Incident

Culpability Level

Unsafe Acts Algorithm



Adapted from James Reason. (1997). Managing the Risks of Organizational Accidents.

Creating a Plan of Corrective Action

Recommendations and Actions Taken

Must be Reasonable

- **Deviation From Policy or Procedure**
 - Change/update
 - Change education/knowledge/competency testing
 - Staff / Facility
 - Report - Board/KDHE
 - Patient compensation
 - Individual culpability
 - Document path



Who Did It?

- Document how, when, responsibility
- Document patient compensation
- Document who consoled, coached, disciplined

Creating a Plan of Corrective Action

Recommendations and Actions Taken

Deviation from the Scope of Practice

- Change consistent with facility policies and procedures
- Legislative changes
- Change education/knowledge/competency testing
 - Staff / Facility
- Report - Board/KDHE
- Patient compensation
- Individual culpability
 - Document path



Who Did It?

- Document how, when, responsibility
- Document patient compensation
- Document who consoled, coached, disciplined

Creating a Plan of Corrective Action

Recommendations and Actions Taken

Deviation from the Standard Practice Guideline

- Change consistent with facility policies and procedures
- Specialty association update/changes
- Change education/knowledge/competency testing
 - Staff / Facility
- Report - Board/KDHE
- Patient compensation
- Individual culpability
 - Document path



Who Did It?

- Document how, when, responsibility
- Document patient compensation
- Document who consoled, coached, disciplined

Creating a Plan of Corrective Action

Concluding Your Report

Follow Up or Outcome

- What was the patient's condition?
- What was the patient's attitude?
- What was the family's attitude?



Creating a Plan of Corrective Action

Complete Your Report

Finishing Up

- Sign and date
- Type name and date
- Ensure necessary fields are complete
- Send back to Risk Management



Creating an Incident Plan of Corrective Action

Key Takeaways

- Make sure to have a plan of action for all persons involved in the incident regardless of the level of culpability
- Make sure the plan of action is reasonable
- If tasks are to be undertaken, make sure the persons required to do them know and understand the task
- For those assigned to making sure the task is completed make sure they know
 - Who is to complete the task
 - Beginning and deadline dates

Questions?

Feel Free to Reach Out

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