

Corrective Action Plan Worksheet Example

Step 6.6 – Change and Measure

This example of a Corrective Action Plan Worksheet demonstrates how a team uses this tool to document corrective actions based on the root cause of an event. Refer to Case Study 1.2. For instructions on how to use this tool refer to 6.5 Corrective Action Plan Worksheet.

Corrective Action Plan				
Root Cause: Lack of consistent communication regarding therapy appointment times for residents				
Goal: What are we trying to accomplish?	What specific actions can we make to reach our goal?	Who is responsible?	When will the work be completed?	Measure: What can we measure to show the actions led to an improvement?
Reduce the percentage of missed therapy appointments on the transitional care neighborhood. Target is 10% or less per month.	Process for assuring the therapy schedule is current at the start of each shift: Schedule will be updated via therapy scheduling software by 5 p.m. each day.	Therapy assistant	Month/date/year	Percentage of missed therapy appointments per month on the transitional care neighborhood.
	Process for ensuring the therapy schedule is accessible: Health unit coordinator will attach copies of therapy schedule to each nursing assistant's assignment sheets prior to beginning of a.m. and p.m. shifts.	Health unit coordinator on the transitional care neighborhood	Month/date/year	

Adapted with permission from Stratis Health, originally produced 2014 for the Minnesota Department of Health.