

## Intervention Selection Tools

# PLANNING ERRORS

(The Plan Is Not Correct)

**Things that may not work:** Simple reminders, prompts, incentives, penalties, standardized processes, most performance feedback strategies.

Reasons for the Gap	Redesign/Intervention Considerations
I don't know <b>WHAT</b> to do. Maybe this is a new topic, new news on an old topic or simply unawareness of the need to do something.	<ul style="list-style-type: none"> <li>○ Reallocate tasks to others with appropriate knowledge or experience.</li> <li>○ Provide appropriate training and education.</li> </ul>
I don't know <b>HOW</b> to do it.	
❖ No process exists	<ul style="list-style-type: none"> <li>○ Consider developing a process with the input of the users and good process design techniques.</li> </ul>
❖ Process is unknown	<ul style="list-style-type: none"> <li>○ Find out why by talking to the users and address the issue.</li> </ul>
❖ Process is unclear	<ul style="list-style-type: none"> <li>○ Find out what is unclear to users.</li> <li>○ Examine work tools and overall flow of process and redesign if necessary.</li> </ul>
❖ Infrequency of the task requires relearning	<ul style="list-style-type: none"> <li>○ Memory aids</li> <li>○ Assign task to specialists (who will do it more frequently).</li> </ul>
I don't know <b>WHO</b> is supposed to do it. Responsibilities might be unclear.	<ul style="list-style-type: none"> <li>○ Clearly define responsibilities.</li> <li>○ Assign people to back up a particular task.</li> </ul>
I don't know <b>WHY</b> it should be done in a particular way. Perhaps the provider doesn't understand the benefits of the correct action and so chooses another action.	<ul style="list-style-type: none"> <li>○ Appropriate training/education</li> <li>○ Identify the barriers to knowledge and work on those barriers.</li> </ul>
<b>I DON'T BELIEVE THE SCIENCE.</b> A person may not give up preferred practices and patterns because he doesn't buy in to the new science, or the old science seems to work just fine.	<ul style="list-style-type: none"> <li>○ Find out why the provider doesn't buy in to the new science, and then address that problem: <ul style="list-style-type: none"> <li>● Is it a knowledge deficit?</li> <li>● Frustration with an overwhelming flow of "new science"?</li> </ul> </li> </ul>
<b>I USED TO DO IT DIFFERENTLY</b> and don't know there is a new way.	<ul style="list-style-type: none"> <li>○ Provide appropriate training/education.</li> <li>○ Coupling training/education with memory aids may be beneficial.</li> </ul>
<b>I COULDN'T DO IT.</b> Sometimes the correct work forms, equipment or supplies are not available. Sometimes equipment is not working properly. This would be a planning error on the part of management.	<ul style="list-style-type: none"> <li>○ Ensure that a process is in place for obtaining and maintaining work forms, supplies and equipment so they are available when needed.</li> <li>○ Explore the reasons why they are not.</li> </ul>