

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 WHAT 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"> ○ Reallocate tasks to others with appropriate knowledge or experience. ○ Provide appropriate training and education.
I don't know HOW to do it.	
❖ No process exists	<ul style="list-style-type: none"> ○ Consider developing a process with the input of the users and good process design techniques.
❖ Process is unknown	<ul style="list-style-type: none"> ○ Find out why by talking to the users and address the issue.
❖ Process is unclear	<ul style="list-style-type: none"> ○ Find out what is unclear to users. ○ Examine work tools and overall flow of process and redesign if necessary.
❖ Infrequency of the task requires relearning	<ul style="list-style-type: none"> ○ Memory aids ○ Assign task to specialists (who will do it more frequently).
I don't know WHO is supposed to do it. Responsibilities might be unclear.	<ul style="list-style-type: none"> ○ Clearly define responsibilities. ○ Assign people to back up a particular task.
I don't know WHY 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"> ○ Appropriate training/education ○ Identify the barriers to knowledge and work on those barriers.
I DON'T BELIEVE THE SCIENCE. 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"> ○ Find out why the provider doesn't buy in to the new science, and then address that problem: <ul style="list-style-type: none"> ● Is it a knowledge deficit? ● Frustration with an overwhelming flow of "new science"?
I USED TO DO IT DIFFERENTLY and don't know there is a new way.	<ul style="list-style-type: none"> ○ Provide appropriate training/education. ○ Coupling training/education with memory aids may be beneficial.
I COULDN'T DO IT. 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"> ○ Ensure that a process is in place for obtaining and maintaining work forms, supplies and equipment so they are available when needed. ○ Explore the reasons why they are not.