## Intervention Selection Tools

**VIOLATIONS**
(Intended Deviations from Safe Practice — Negative Consequences are Unintended)

### Things that may not work:
Training, education, reminders, prompts, memory aids, punishment

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<thead>
<tr>
<th>Reasons for the Gap</th>
<th>Redesign/Intervention Considerations</th>
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| **I DON’T HAVE TO DO IT.** Sometimes the following lead to knowingly not doing a task: | o Ensure that policies (when they are necessary) are consistently enforced.  
o Provide positive, consistent and timely feedback for desired behaviors. |
| ❖ Routine violations are permitted.  
❖ People perceive that they are above the rules because of position or experience.  
❖ Correct behaviors are not reinforced. | |
| **FRUSTRATION** leads to work-arounds. | o Redesign aspects of the work (tasks, tools) to eliminate or change the source of the frustration.  
o Look at the design of the workspace to ensure that forms, supplies, equipment are accessible and convenient. |
| ❖ Sometimes a task is frustrating.  
❖ Sometimes the correct work forms, supplies or equipment are not readily accessible or easy to use. | |
| **POLICIES DON’T ACCOUNT FOR EVERYTHING.** If following an existing policy would result in a bad outcome for a patient, a provider might violate the policy to do what he thinks is best for the patient. | o Review the policy to see if it is too restrictive, inappropriate or outdated.  
o Alter to allow for contingencies or special cases. |
| Sometimes a person has to make a choice between two or more important tasks that should be done, resulting in GOAL CONFLICTS. | o Redistribute tasks.  
o Simplify processes. |
| **I know I should do it differently but choose to do it THE WAY I’VE ALWAYS DONE IT.** | o Find out why the old way is preferred and address that issue.  
o Remove the positive consequences of violating and reward correct behavior. |
| **There are POSITIVE CONSEQUENCES FOR VIOLATING.** People violate rules because they see positive consequences for doing so. (Often the positive consequence is time saved.) | o Remove the positive consequences of violating and reward the correct behavior. |

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