

## 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

Reasons for the Gap	Redesign/Intervention Considerations
<p><b>I DON'T HAVE TO DO IT.</b> Sometimes the following lead to knowingly not doing a task:</p> <ul style="list-style-type: none"> <li>❖ Routine violations are permitted.</li> <li>❖ People perceive that they are above the rules because of position or experience.</li> <li>❖ Correct behaviors are not reinforced.</li> </ul>	<ul style="list-style-type: none"> <li>○ Ensure that policies (when they are necessary) are consistently enforced.</li> <li>○ Provide positive, consistent and timely feedback for desired behaviors.</li> </ul>
<p><b>FRUSTRATION</b> leads to work-arounds.</p> <ul style="list-style-type: none"> <li>❖ Sometimes a task is frustrating.</li> <li>❖ Sometimes the correct work forms, supplies or equipment are not readily accessible or easy to use.</li> </ul>	<ul style="list-style-type: none"> <li>○ Redesign aspects of the work (tasks, tools) to eliminate or change the source of the frustration.</li> <li>○ Look at the design of the workspace to ensure that forms, supplies, equipment are accessible and convenient.</li> </ul>
<p><b>POLICIES DON'T ACCOUNT FOR EVERYTHING.</b> 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.</p>	<ul style="list-style-type: none"> <li>○ Review the policy to see if it is too restrictive, inappropriate or outdated.</li> <li>○ Alter to allow for contingencies or special cases.</li> </ul>
<p>Sometimes a person has to make a choice between two or more important tasks that should be done, resulting in <b>GOAL CONFLICTS.</b></p>	<ul style="list-style-type: none"> <li>○ Redistribute tasks.</li> <li>○ Simplify processes.</li> </ul>
<p>I know I should do it differently but choose to do it <b>THE WAY I'VE ALWAYS DONE IT.</b></p>	<ul style="list-style-type: none"> <li>○ Find out why the old way is preferred and address that issue.</li> <li>○ Remove the positive consequences of violating and reward correct behavior.</li> </ul>
<p>There are <b>POSITIVE CONSEQUENCES FOR VIOLATING.</b> People violate rules because they see positive consequences for doing so. (Often the positive consequence is <i>time saved</i>.)</p>	<ul style="list-style-type: none"> <li>○ Remove the positive consequences of violating and reward the correct behavior.</li> </ul>



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