

# Think about it...

*The key to success is to not wait for system failure, but to be systematically and continuously tuned in to organizational processes and systems in order to detect vulnerabilities.*

## Element 5: Systematic Analysis and Systemic Action

Take action aimed at performance improvement. After implementing actions, measure success and track performance to ensure improvements are sustained.

### **Use a systematic approach to determine underlying causes of problems impacting larger systems.**

- Utilize Root Cause Analysis

Guidance for Performing RCA

Five Whys

Flowcharting

Fishbone Tool

### **Develop corrective actions that are designed to effect change at the systems level to prevent quality of care, quality of life, or safety problems.**

- Target elimination of root causes
- Offer long-term solutions to the problem
- Be achievable, objective, and measurable

### **Monitor effectiveness of corrective actions to ensure improvements are sustained by developing performance measures that answer these three questions.**

- Did the corrective action(s) actually get done?
- Are staff complying with the recommended changes?
- Have the changes made a difference?

### **Promote sustained improvement**

- Actively assess all systems to prevent future events and to promote sustainability using Failure Mode and Effects Analysis (FMEA)
- Display outcomes to keep staff and residents informed.
- Offer recognition and celebrate success for motivation.

## Simple Strategies for Systematic Analysis and Systemic Action