You can lead a horse to water and you can make it drink:

**The role of the work-plan in developing and implementing POCs in Behavioral Health**

APRIL 8, 2019
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Presentation Overview

- Increasingly complex regulatory environment in Behavioral Health
- Example of an Organizational Framework for implementing effective Plans of Correction
- Step-wise approach
  - Teamwork
  - Data
  - Workplan

Learning Objectives

- Describe fundamental process and content elements needed within a Behavioral Health Plan of Correction (POC), from targeted individual/event level responses to systematic organization-wide improvements.

- Provide tips and resources on strategically engaging interdisciplinary teams to maximize organizational resources and minimize disruption of services while developing and implementing the POC Work-Plan.

- Share lessons learned and provide practical Quality management methodologies and take-home tips to ensure “how good by when” POC implementation and methods to preserve gains across time.
Challenges: The Background to the Foreground

- Organizational Culture
  - Fight
  - Flight
  - Freeze
- Uncharted Waters
- Limited Resources

Take-home point #1: Teamwork is Critical
Take-home point #2: Invest Time in Planning

If you fail to plan, you plan to fail
## Sample Work Plan

<table>
<thead>
<tr>
<th>Major Action Step:</th>
<th>Find and Correct</th>
<th>Date Due</th>
<th>Date Completed</th>
<th>Form Revision</th>
<th>Date Due</th>
<th>Date Completed</th>
<th>System Revision</th>
<th>Date Due</th>
<th>Date Completed</th>
<th>Lead Staff Responsible</th>
<th>Start Date</th>
<th>Planned End Date</th>
<th>Evidence of Completion</th>
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## Work Plan ROI

- Team Buy-in
- Work Contract for Everyone
- Track Progress
- Document Change
- Provides definitive starting point for change and improvement
Take-home point #3: Use Proven Tools to Sustain Improvement

“In God we trust. All others, bring data.”

W.E. Deming
Take-home Point #4: Leverage Active Management & Auditing

<table>
<thead>
<tr>
<th>Component</th>
<th>Active Management with Data</th>
<th>Auditing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scale</td>
<td>Population</td>
<td>Sample</td>
</tr>
<tr>
<td>Time</td>
<td>Close to real time</td>
<td>Retrospective</td>
</tr>
<tr>
<td>Opportunities to examine Performance Status</td>
<td>Frequent</td>
<td>Dependent on audit schedule</td>
</tr>
<tr>
<td>Focus</td>
<td>Current and Future</td>
<td>Retrospective and Future</td>
</tr>
<tr>
<td>Organizational Risk</td>
<td>Catch issues quickly</td>
<td>Depends on Audit timeframe</td>
</tr>
</tbody>
</table>

Teamwork, Plans and Data: A cool drink of water

- Sustain improvement
- Enhance teams
- Build a culture of continuous quality improvement
- Ensure accountability
- Create agile and responsive systems that meet or exceed regulation
Questions?

Thank you to Chief for his acting skills and Edie O., his human, for use of the pictures.

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