

# QAPI Step 12

## Take Systematic Action

Just as pulling a weed at the ground level will not prevent it from growing back, “weak” interventions often do not prevent the recurrence of the original problem. Whenever possible, use strong interventions, such as simplifying a process or making physical or environmental changes, to “hardwire” the change into the existing system.

Action Step	Who Is Responsible?	Date Completed
Implement changes or corrective actions that will result in improvement or reduce the chance of the event recurring.		
Target the root cause(s) with strong interventions.		
Pilot test large-scale changes (through PDSA cycles) prior to launching the changes facility-wide.		

### Questions for Team Discussion

1. How strong are the interventions?

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2. Do the selected interventions address systems issues, or do they address individual performance?

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3. Is what we're doing working? How do we know?

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4. What are our next steps?

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### Surpassing the Hurdles

1. What barriers do you anticipate with these action steps?

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2. What additional information does your team need?

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3. What additional resources would be helpful?

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4. What structures can you create to help ensure your success with this step?

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### Suggestions for Implementing Step 12

- Before initiating a change in the organization, meet with any staff and residents that will be impacted by the change in order to gain their support, buy-in and feedback.
- To be effective, interventions or corrective actions should target the elimination of root causes, offer long-term solutions to the problem and have a greater positive than negative impact on other processes.
- Interventions must be achievable, objective and measurable.
- Think about testing or piloting changes in one area of your facility before launching throughout. Some changes have unintended consequences.

