

Agency Intervention Plan

Agency Name:

Due Date:

Trend Identified through Observations and Interpretations:

Objective *(What is the goal):*

Activities to Achieve Objective <i>What will be done?</i>	Lead Accountability <i>Who will do it?</i>	Target Date <i>By When?</i>
1.		
2.		
3.		
4.		
5.		

Measure of Success: *(How will the agency know that progress is being made? What are the benchmarks?)*

Monitoring of Plan: *(How will the agency determine that the goal has been reached? In what ways should the plan be monitored and for what timeframe?)*

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Observations and Interpretations

<p>Observations: Describe each observation that was made during the review.</p>	1.
	2.
	3.
	4.
	5.
<p>Interpretations: Provide interpretation(s) of why each observation is occurring.</p> <p>Benign Interpretations are comfortable and easier to accept. They fit into the current way of thinking and often put the agency in the best light.</p> <p>Conflictual Interpretations may be more difficult to accept or admit. They point out inconsistencies in what is believed and how the agency behaves.</p>	

Once this information is complete, please develop the Agency Intervention Plan.

Agency Intervention Plan

An Intervention Plan is outlining a specific set of activities that the agency will complete to address deficiencies observed through Quality Assurance activities.

The first step in any intervention plan is to diagnose the situation. One strategy to diagnosing the situation is to distinguish between technical and adaptive work.

Technical problems are problems that can be solved by experts or authorities, which can usually be solved quickly and easily. The technical elements include things such as: imagining different organizational charts, changing where people sit, creating new processes, crafting termination agreements, etc. These technical elements are important, not necessarily easy and are far from the complete picture.

Adaptive challenges require a different level of effort and generally learning is required. We usually need to learn—to the best of our ability—exactly what the problem is and then how to proceed in the best way. Stakeholders must work on adaptive challenges, not just authority figures. With no clear roadmap, you must experiment to test possible ways of moving forward. The adaptive elements include things such as: shifting loyalties from the old manager to the new, helping the staff to see their part in the failed reorganization, generating high morale despite shrinking the department and increasing productivity in the face of significant disequilibrium.

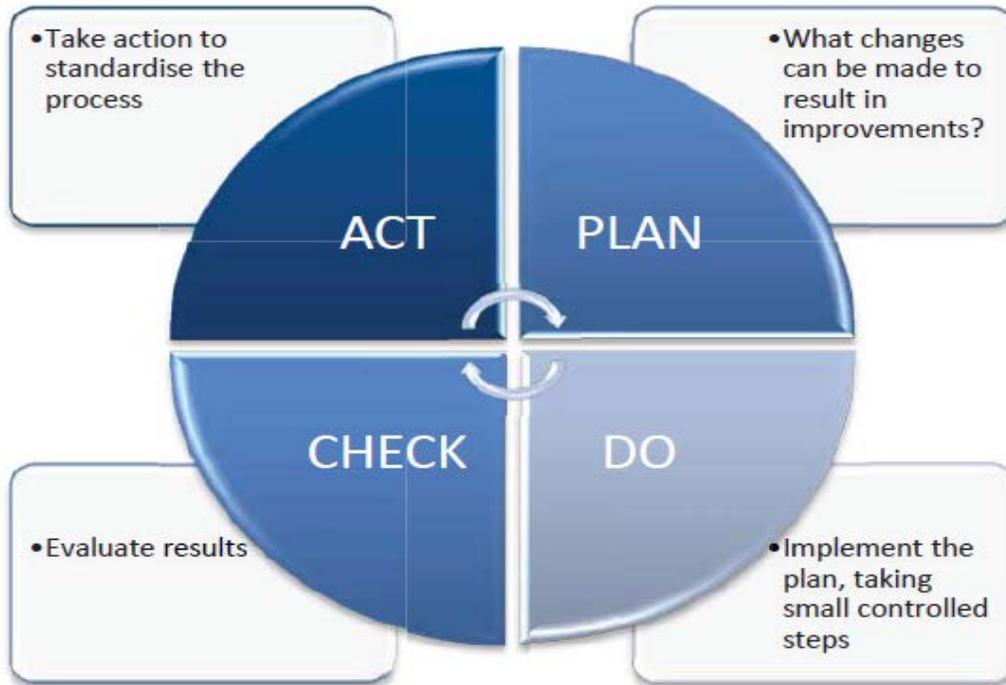
Reflect on the following questions if you're trying to explore the idea **distinguish technical and adaptive work**.

- What could the right person fix right now? (These are the technical aspects of the challenge.)
- What feels really, really difficult? (That's probably adaptive.)
- What values, behaviors or attitudes might be in conflict with the work that needs to be done? (The changing of behaviors, attitudes and values is adaptive.)
- Of our current company or team practices, what is essential? What is expendable? (Deciding what's essential and what's expendable is adaptive work.)

Utilizing observations and interpretations is another strategy for diagnosis. Observations are facts with no interpretations and should not be disputable. Interpretations are a way of assigning meaning to an observation, or in other words, making sense of what is going on. Interpretations are the means of informing interventions.

Utilize the Observations and Interpretations as a way to explore what is going on with the deficiency noted. Once that is complete, then move to the Intervention Plan to develop action steps to make corrections.

The model shown below is the four phase, Plan-Do-Check-Act cycle



<i>Plan the improvement</i>	Analyse the current situation of your organisation, gather information and research different ways to make improvements. Seek input and feedback from stakeholders. Establish goals and identify actions to implement the plan.
<i>Implement the improvement</i>	<ul style="list-style-type: none"> • Test the suggested alternatives to identify the preferred improvement. • Allocate resources to ensure the improvement is a success. • Keep your stakeholders informed and involve those with a direct benefit from the outcome. • Document the decisions made during the implementation phase.
<i>Evaluate the improvement activity</i>	<p>Evaluate if the improvement is delivering what you intended; are changes required or should an alternative improvement be used.</p> <p>Measure the improvements for example, audits, assessments and surveys. Document the evaluation methods and results. Take your time; incremental steps may deliver better results.</p>
<i>Take action to standardize the process</i>	<p>There are two possible situations in this step:</p> <ul style="list-style-type: none"> • If the improvement isn't successful, analyse what can be done differently next time and go through the cycle again with a different plan. • If successful, ensure all stakeholders are informed of the new process, all necessary staff are trained and educated, policies and procedures are implemented and change within the organisation is managed.

References:

Retrieved from Kansas Leadership Center: www.yourleadershipedge.com

Australian Government: Aged Care Quality and Safety Commission - Retrieved from <https://www.agedcarequality.gov.au>