## **Action Hierarchy Worksheet**

Discuss how you can apply the concept(s) below to the process you want to improve. Generate a list of ideas, focusing on the feasible actions that are the strongest. See the **RCA2 Report** for an example of each action category.

Actions	Ideas
Stronger Actions These tasks require less reliance on humans to remember to perform the task correctly.	
<ul> <li>Architectural/physical plant changes</li> <li>New devices with usability testing</li> <li>Engineering control (forcing function)</li> <li>Simplify process</li> <li>Standardize on equipment or process</li> <li>Tangible involvement by leadership</li> </ul>	
Intermediate Actions These tasks are less effective than the strongest level actions but more effective than the weakest level.	
<ul> <li>Redundancy</li> <li>Increase in staffing/decrease in workload</li> <li>Software enhancements, modifications</li> <li>Eliminate/reduce distractions</li> <li>Education using simulation-based training, with periodic refresher sessions and observations</li> <li>Checklist/cognitive aids</li> <li>Eliminate look- and sound-alikes</li> <li>Standardized communication tools</li> <li>Enhanced documentation, communication</li> </ul>	
Weaker Actions These tasks require more reliance on humans to remember to perform the task correctly.	
<ul> <li>Double checks</li> <li>Warnings</li> <li>New procedure/memorandum/ policy</li> <li>Trainings</li> </ul>	

Action Hierarchy levels and categories are based on Root Cause Analysis Tools, VA National Center for Patient Safety, http://www.patientsafety.va.gov/docs/joe/rca\_tools\_2\_15.pdf

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