

## 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
<p><b>Stronger Actions</b> These tasks require less reliance on humans to remember to perform the task correctly.</p>	
<ul style="list-style-type: none"> <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>	
<p><b>Intermediate Actions</b> These tasks are less effective than the strongest level actions but more effective than the weakest level.</p>	
<ul style="list-style-type: none"> <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>	
<p><b>Weaker Actions</b> These tasks require more reliance on humans to remember to perform the task correctly.</p>	
<ul style="list-style-type: none"> <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](http://www.patientsafety.va.gov/docs/joe/rca_tools_2_15.pdf)