

**INSTRUCTIONS FOR COMPLETING**  
DIHS Performance Improvement  
Discussion and Corrective Action  
Form  
DIHS QMD 001

DIHS Performance Improvement Discussion and Corrective Action Form (DIHS QMD 001) is a standardized form, which is to be utilized when submitting data from either required performance improvement activities or for any additional performance improvement activities. The new DIHS performance improvement forms each have a section where raw data is to be presented, but they do not have a section to discuss the data or an area to present a plan. The DIHS Performance Improvement Discussion and Corrective Action Form is the form to be completed in order to address the issue of the results and plan.

Below are areas that should be addressed when discussing your results and your improvement plan.

**Discussion of corrective action plan:** This particular section outlines what steps your facility is going to take to improve performance. Collecting the data is the easy part. The hard part of performance improvement is to analyze the data, see where the problems lies according to the data, and then determine which steps to take to try to change your data in the direction that you want. When looking at things to change, it is best to change one thing at a time, study it for a while and then re-collect data to see if you have had a change. If you choose more than one thing to change in a “process”, it becomes much more complicated to try and figure out which item made the difference in your performance.

**Re-Assessment:** Re-assessment is exactly the same as “results of study” except that it is in an ongoing study instead of a first time study.

**Results of Re-Assessment:** It is just as important to talk about **why** you **did not** meet a particular performance level as well as why you did. Describe why the change initiated had an impact either positively or negatively.

**Retire:** Once you are satisfied and have met the predetermined threshold over several months you can then consider “retiring” a study. Retiring a study does not mean that you will never go back to it again. In fact it means quite the opposite. In most performance improvement circles, “retired” studies are periodically checked to make sure that you are still performing at the level of performance that you set for your facility prior to retiring the study.