

## **Exercise 2: Taking Action and Monitoring Results**

*You've determined the cause of increased falls and hospitalizations can be traced back to a breakdown in RN and Therapist communication, which delayed the initiation of therapy services.*

1. What actions can be taken to address the cause of this problem?

2. Using the "S.M.A.R.T." model, what goal(s) for success do you have for each action you will take? Describe the elements for each goal.

3. What monitoring activities will you carry out?

**You continue to monitor your action and find that falls and hospitalizations related to the untimely initiation of therapy services has decreased; however, the overall number of falls is still high.**

What do you do?