

Tips on developing **Follow-up Actions/Improvements**

1. Clearly describe the ***follow-up actions (aka improvements) on service delivery, operations, processes, or your assessment methods you have implemented or plan to implement.***
 - a. PSS will allow you to identify a timeline for implementation

2. ***Find the category in PSS that best describes your action*** (Select from menu)
 - a. Modify Policies/Procedures
 - b. Additional Trainings
 - c. Collaboration with internal or external stakeholders
 - d. Assessment Methods
 - e. Other

3. ***Justify Follow-Up Actions.*** Provide some context/justification for the Follow-up Action you have identified. Ideally, there should be a correlation between assessment data, analysis, or findings and the follow-up actions.

4. ***Level-up or Level-Down.*** You can come up with follow-up actions at the measure-level or at the outcome level. Let the data tell you what you need to focus on. But you do not have to do it all. (small steps).

5. ***Be Selective.*** You do not need to have follow-up actions for every measure or outcome in your assessment plan. You can use your judgment about what is important to follow up on and when.

6. ***Weigh the Pig, Feed the Pig, Weigh the Pig.*** Think of this as an opportunity to try something new/different and to see if by the time you collect assessment data again your “follow-up” actions helped.