



Corrective Action & Improvement Support

Corrective action and improvement support services help healthcare organizations respond in a practical, organized way to survey findings, incident reviews, exercises, assessments, after-action reports, or internal concerns. Support may include clarification of findings, development of corrective actions, assignment of priorities, identification of evidence of completion, and validation of sustained improvement over time.

Services can be tailored to a specific issue or broader improvement effort and may also include facilitation of the hospital's Hazard Vulnerability Assessment (HVA) process. The goal is to help leaders move beyond identifying problems and into realistic action steps that strengthen readiness, accountability, and follow-through.

Support Options

OPTION 1	Corrective Action Planning Support in turning findings from surveys, incidents, exercises, assessments, or internal reviews into practical corrective actions. This option helps define what needs to be addressed, identify realistic next steps, assign ownership, and establish clear priorities for follow-through.
OPTION 2	Evidence & Validation Support Assistance in identifying what documentation, observation, training records, or other proof points may be needed to show action has been taken. This option helps leaders organize evidence of completion and validate whether changes have been implemented in a meaningful and sustainable way.
OPTION 3	Improvement Tracking & Follow-Through Structured support to monitor progress, clarify status, and maintain accountability across improvement efforts. This option may include action tracking tools, review of progress updates, follow-up discussions, and practical guidance to help organizations keep improvement work moving forward.
OPTION 4	HVA Facilitation & Risk Prioritization Facilitation of the hospital's Hazard Vulnerability Assessment process, including structured discussion, prioritization of risks, and practical guidance to help leaders connect identified hazards to planning, training, exercises, and overall readiness improvement.

Deliverable focus: Support is designed to help organizations move from findings to action by creating clear priorities, documenting progress, validating sustained improvement, and strengthening overall readiness.