Add an Improvement Item

While a drill or incident is in progress, you may notice situations that were overlooked or could use improvement in other ways. These issues, as well as issues noticed after the incident has ended, can be flagged for review during the Recovery phase.

More issues can be added or edited, and action items can be created to address the issues. When action items are attached to issues, the system sends an email notification to the people assigned to resolve the item. A notification is also sent if the assignment is removed. Action items can be added from the Incident Dashboard or from the *Recovery: Improvement Plan* page, either during or after an incident.

Helpful Links

Juvare.com

Juvare Training Center

Announcements

Community Resources

To add an item during an incident

1. On the *Home* page, locate the incident and click **View**. The Incident Dashboard opens.
2. Click **Event Log**.
3. Click **Add Log Entry**. The *Add Log Entry* window opens.
4. From the **Type** menu, click **Process Improvement**.
5. Select **Current Time** or select **Previous Time** and enter the date and time.
6. For **Priority**, click **Normal**, **Low**, or **High**.
7. Enter the description.
8. To add another item, click **Save and Add**. Alternatively, click **OK**.

To add an item after an incident

1. Point to **Recovery** and click **Incident Reports**.
2. On the left, locate the incident and click **View**. The Incident Dashboard opens.
3. Take one of these actions.

If you want to...	Then...
Add an new entry to the event log,	a. Click **Event Log**. b. Click **Add Log Entry**. The *Add Log Entry* window opens. c. From the **Type** menu, click **Process Improvement**. d. Select **Current Time** or select **Previous Time** and enter the date and time. e. For **Priority**, click **Normal**, **Low**, or **High**.
Add to an existing entry in the event log,	a. Click **Event Log**. b. Locate the entry and click its **Add Improvement Item** link. The *Add Improvement Item* window opens.
Add an item to the objectives or messages,	a. Click **Objectives** or **Messages**. b. On the left, locate and click the objective or message. c. On the right, click **Add Improvement Item**. The *Add Improvement Item* window opens.
Add an item to the improvement plan,	a. Click **Improvement Plan**. b. On the right, click **Add Improvement Item**. The *Add Improvement Item* window opens.

4. Enter the description of the improvement item.
5. Select the appropriate status of the item.
6. If appropriate, click **Add Improvement Action**.
7. Enter a description of the action item.
8. Select the appropriate status of the action item.
9. For **Responsible Party**, indicate the individual in charge of completing this action item.
10. For **Due Date**, enter a date that by which the action item should be resolved.
11. Click **Save**.

To add an item during or after an incident

1. Point to **Recovery** and click **Improvement Plan**.
2. From the third drop-down list, select the facility.
3. Click **Add Improvement Item**. The *Add Improvement Item* window opens.
4. Take one of these actions.

If you want to...	Then...
Add an item that relates to a specific incident,	a. Click **Incident Improvement Item**. b. Select the incident.
Add an item that is not related to a specific incident,	Click **EOP Improvement Item**.

5. Enter the description of the improvement item.
6. Select the appropriate status of the item.
7. If appropriate, click **Add Improvement Action**.
8. Enter a description of the action item.
9. Select the appropriate status of the action item.
10. For **Responsible Party**, indicate the individual in charge of completing this action item.
11. For **Due Date**, enter a date by which the action item should be resolved.
12. Click **Save**.