

# Improvement Plan Views

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Information about Improvement Plan items can be found on the *Home* page, through the **Recovery** menu, and, for an ended incident, through the Incident Dashboard.

## Home Page

On the lower left of the *Home* page is a summary of the **Improvement Plan** items assigned to you.

Planning					Response		Recovery		Settings	
Home - Active Incidents										
		Type	Facility	Incident	Start Date	Period				
<a href="#">View</a>			Springfield Health System Corp	Tornado	05 Sep 2017 00:50	Immediate				
<a href="#">View</a>			Springfield Health System Corp	Utility Failure	07 Jun 2017 14:08	Immediate				
<a href="#">View</a>			Springfield Health System Corp	Escalation: Missing Person	06 Jun 2017 15:45	Extended				
<a href="#">View</a>			Springfield Health System Corp	System Test	20 Feb 2017 13:48	Immediate				
Improvement Plan Assignments for All Facilities										
<a href="#">View Plan</a>										
<a href="#">Expand Text</a>										
Action		Due Date		Issue				Actions		
Institute process in which Incident Commander sends an improve the end notice.		16 Jan 2017		"Initial earthquake occurred at 06:00. Minimal damage reported in the immediate vicinity, but significant after shocks continue to be				<a href="#">Update</a>		
		25 Jan 2017		Utility Failure is Ended. The following message is a Exercise/Drill at Springfield Health System Corp.				<a href="#">Update</a>		
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View 1 - 2 of 2										

### Helpful Links

- [Juvare.com](#)
- [Juvare Training Center](#)
- [Announcements](#)
- [Community Resources](#)

Each item includes an action, due date, description, and **Update** link that allows you to quickly change the item's status. You can filter the list by facility, if appropriate, or use the **View Plan** link to open the Improvement Plan and see all items.

## Improvement Plan

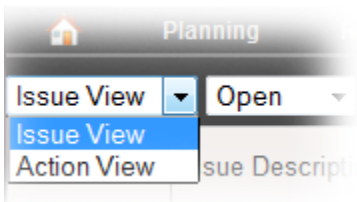
At the top, through the **Recovery** menu, click **Improvement Plan** to get information about improvement items for the selected view, status, and facility. Use the view, status, and facility filters to limit items in the list. According to your role, you may be able to **Edit**, view **History**, or **Delete** items through links on the left.

## Incident Dashboard

For ended incidents, you can access the Improvement Plan for that incident only through the Incident Dashboard. Improvement items appear in a manner similar to how they appear on the Improvement Plan page. Use the view and status filters to limit items in the list. Also, according to your role, you may be able to **Edit**, view **History**, or **Delete** items through links on the left.

## Views

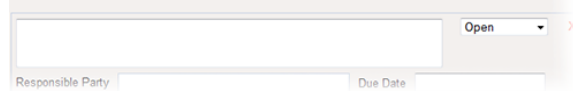
Improvement Plans can be viewed from the perspective of the issues entered in relation to an incident or the action items defined to improve the plan. The **Issue View** and **Action View** are available on the Improvement Plan, as accessed the **Recovery** menu or an ended incident, on the Incident Dashboard.



## Issues and Actions

Issues are potential shortcomings identified within a plan. Action items are the courses of action suggested to resolve the issue. When you add or edit an issue, you can specify one or more action items. You must provide a description for the action. In addition, you can assign a responsible party, set a due date, and specify or change the status of the action to indicate progress toward completing it.

[Add Improvement Action](#)

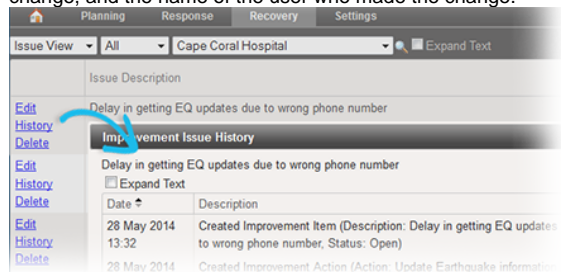


The responsible party must be identified for each action item prior to closing the incident. When you start typing in the **Responsible Party** field, the system shows contacts that match the text you enter. You can select a match or continue typing. Also, you can specify more than one responsible party. Once the action item is entered, eICS automatically notifies contacts identified as responsible parties. Contacts are likewise notified if they are removed from the assignment.

Issues and actions are visible based on the selected item status, which includes **All, Open, Pending, Closed, Completed, In Progress, Under Review, and Follow Up Required**. Both views, however, provide important plan details and links to edit the issue or action item and view the plan history.

## History

Significant events that occur as you work with an *Improvement Plan*, such as the addition of action items, are recorded in your eICS as the plan history. Events are logged and can be accessed from the *Recovery: Improvement Plan* page, from either the **Issue View** or **Action View**. They can also be accessed from the **Improvement Plan** tab in the incident dashboard. Details include the date and description of the change, and the name of the user who made the change.



Date	Description
28 May 2014 13:32	Created Improvement Item (Description: Delay in getting EQ updates to wrong phone number, Status: Open)
28 May 2014	Created Improvement Action (Action: Update Earthquake Information)