

# Change an Action Item's Status

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You can change an action item's status. This helps you track not only the item, but also the completeness of the parent issue.

A screenshot of the 'Edit Improvement Issue' window. The 'Status' dropdown menu is open, showing options: Open, Pending, Closed, Completed, In Progress, Under Review, and Follow Up Required. The 'Open' option is currently selected. Other fields visible include 'Incident: Hospital Partial or Complete Evacuation', 'Description: Had an issue with phone notifications for ML', 'Responsible Party: Mary Lou L. Wieden', and 'Due Date: 07/31/20'.

## Helpful Links

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

You can access action items from either the **Issue View** or the **Action View**. Once you have the issue open, you can change the status. Status changes are recorded and available from the issue's history.

**Note:** Improvement issues and their action items can be accessed from the Home page, as described in this procedure, or from the Incident Dashboard (select the **Improvement Plan** tab).

## To change the action status from the Issue View

1. On the *Home* page, point to **Recovery** and click **Improvement Plan**. The *Improvement Plan* page opens.
2. On the left, click **Issue View**.
3. In the field after **Issue View**, select **Open**.
4. If appropriate, select the facility.
5. Locate the improvement issue, and then click **Edit**. The *Edit Improvement Issue* window opens.
6. Locate the action, and select the appropriate status option: **Open**, **Pending**, **Closed**, **Completed**, **In Progress**, **Under Review**, or **Follow Up Required**.
7. Click **Save**.

## To change the action status from the Action View

1. On the *Home* page, point to **Recovery** and click **Improvement Plan**. The *Improvement Plan* page opens.
2. Open the **Action View**.
3. In the field after **Action View**, select the appropriate status.
4. If appropriate, select the facility.
5. Locate the action item, and then click **Edit**. The *Edit Improvement Issue* window opens.
6. Locate the action, and select the appropriate status option: **Open**, **Pending**, **Closed**, **Completed**, **In Progress**, **Under Review**, or **Follow Up Required**.
7. Click **Save**.