



Building a Grade-A Action Plan

Less than 7% of 2025 plans met the following 5 criteria

Departments who standardized this approach – shared templates, common metrics, coordinated accountability – produced more Grade A plans than leaders who planned alone.

1

Involve the Team

- Share team survey results
- Let staff help choose focus areas & take on formal roles

2

Name the Goal

- Review the recent team survey's mean score
- Identify the specific Gallup Q12 you want to address

3

Assign Who/When

- For every tactic/task:
- Completion date
 - Accountable person
 - Success measure

4

Recognize

- Make recognition a regular agenda item in huddles & 1:1s
- Track it
- Personalize it

5

Log & Track

- Record & Track the plan
- Tie patient experience, operational, or quality goals

Action Plan Must-Haves

- | | |
|----------------------|----------------------|
| ✓ Specific Q12 score | ✓ Inclusive of team |
| ✓ Measurable #/date | ✓ Recognize progress |
| ✓ Owned by a person | ✓ Linked to outcomes |

Where to Get Help

- Engagement Action Labs
- Action Planning Tools
- Gallup Access “How-To” Guides
- Engagement Office Hours