

Why Do You Need a Back-Up Plan?

Learning Objectives

- Explain the value of having a back-up plan for a reliable process.
- Identify when to create a back-up plan for a reliable process.
- Recall at least two examples of back-up plans within a health care setting.
- Discuss at least two reasons why back-up plans can fail.

Description: You've developed a reliable system, and it's producing good results. That means it's time to create a back-up plan. Why? In Part 4 of this five-part series, IHI Executive Director Frank Federico, RPh, discusses why and when to create a back-up plan for a reliable process. After sharing two examples of effective back-up plans, Frank also explains why they can fail.

Watch the video at <https://youtu.be/kXGEVK4XoDo> or [read the transcript](#).

Discussion Questions

1. If you have a reliable system, why would it be worth your time and resources to create a back-up plan? Can you think of a time when you've been thankful you had a back-up plan in your work?
2. Frank explains why it's dangerous to create a back-up plan before a process has reached 80 percent reliability. Does the explanation make sense to you? Have you ever found yourself in a situation where you were overly reliant on your back-up plan?
3. What examples of back-up plans have you seen in health care settings? Have you ever experienced a process breakdown where there wasn't a back-up plan and having one would have made a difference?