

WORK PLAN for Sustaining Improvements Using the Framework for Sustainability

Part 1: Measure, monitor, and communicate progress.

Key Indicators Most important measures from project	Frequency of measurement	Out-of-bounds value at which we leap into action
<i>Example: Contact within 5 days of discharge</i>	<i>Monthly, for all patients</i>	<i>Less than 100%. (If any patient missed, we will analyze cause.)</i>

Communication Plan

Everyone must know why these numbers matter to patients and staff, and know how well you are doing.

Plan for repetition. When you get tired of saying it, you are *almost* doing it enough.

Note in spaces below **what** you will communicate, to **whom**, and **how** you will communicate.

WHAT: Key messages specific to your hospital or clinic, for regular use

Why do these numbers matter for high-quality reliable care? Why look at numbers so often?

TO WHOM: Audiences (main options: staff, leadership, patients, community, funders)

HOW: Communication Channels (specific meetings, newsletters, email updates, 1:1 with staff/leaders, etc.)

Who on your leadership team will do the communicating to keep these messages top of mind?

At which meetings will you tell deliver key messages and regular data updates?

Who will need 1-to-1 updates for buy-in and accountability?

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Part 2: Get clear on changes to sustain. Document these expectations formally.

What specific actions by specific staff do you need to sustain to continue to get excellent reliable results?
Refer to the **Sustainability Framework** for more recommendations on how to use your list of key changes.

The Changes to sustain	Responsible staff Whose job is this Change	Documentation for sustainability
<i>Example: Daily 8am Team Huddle</i>	<i>All staff except security, med records</i>	<i>Documented: Policies and procedures, New staff orientation, Performance evals</i>
		<input type="checkbox"/> Core competencies, annual re-training <input type="checkbox"/> Job descriptions <input type="checkbox"/> Policies and procedures <input type="checkbox"/> New staff orientation training <input type="checkbox"/> Performance evaluations <input type="checkbox"/> Other _____
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Add more rows as needed to capture each Change you have implemented in your new model.

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Part 3: Manage for learning and improvement.

Manage for Learning and Improvement, a monthly checklist		
Management action	Management team ideas for what to do	Did I/we do it?
<i>Example: Use of patient voices.</i>	<i>CEO recognizes a team each month that used patient feedback and teamwork to improve their performance.</i>	
Celebrate successes as a whole clinic		<input type="checkbox"/> April 2015 <input type="checkbox"/> May <input type="checkbox"/> June <input type="checkbox"/> July <input type="checkbox"/> August <input type="checkbox"/> September <input type="checkbox"/> October <input type="checkbox"/> November <input type="checkbox"/> December <input type="checkbox"/> January 2016
Rewards and recognition for individuals and teams		<input type="checkbox"/> April 2015 <input type="checkbox"/> May <input type="checkbox"/> June <input type="checkbox"/> July <input type="checkbox"/> August <input type="checkbox"/> September <input type="checkbox"/> October <input type="checkbox"/> November <input type="checkbox"/> December <input type="checkbox"/> January 2016
Use of patient voices.		<input type="checkbox"/> April 2015 <input type="checkbox"/> May <input type="checkbox"/> June <input type="checkbox"/> July <input type="checkbox"/> August <input type="checkbox"/> September <input type="checkbox"/> October <input type="checkbox"/> November <input type="checkbox"/> December <input type="checkbox"/> January 2016
Catch people working well in new model. Shadow and coach those who struggle with the changes.		<input type="checkbox"/> April 2015 <input type="checkbox"/> May <input type="checkbox"/> June <input type="checkbox"/> July <input type="checkbox"/> August <input type="checkbox"/> September <input type="checkbox"/> October <input type="checkbox"/> November <input type="checkbox"/> December <input type="checkbox"/> January 2016
Shadow and coach people who need help to sustain changes.		<input type="checkbox"/> April 2015 <input type="checkbox"/> May <input type="checkbox"/> June <input type="checkbox"/> July <input type="checkbox"/> August <input type="checkbox"/> September <input type="checkbox"/> October <input type="checkbox"/> November <input type="checkbox"/> December <input type="checkbox"/> January 2016