SUSTAINABILITY CHECKLIST: MAINTAINING YOUR SUCCESS

Developing systems to sustain high quality care requires ongoing effort. Maintaining these systems assures that all of your hard work pays off in the long run. Use the following checklist to assist you in sustaining your improvements.

- **Our senior leader(s) are involved in keeping everyone focused on sustaining our improvements.** They are knowledgeable about the program and communicate about its importance and its results at staff meetings, as well as informally day-to-day.

- **We have a program coordinator or team** who is responsible for reviewing our data, designing ongoing improvements, and facilitating communication among the staff.

- **We make sure our systems are independent of the people involved** by informing/involving all staff, making training part of our new employee orientation, and cross-training staff for critical roles related to the program.

- **We include criteria related to the program in our recruiting and hiring practices** to make sure our care teams have the knowledge, skills, and abilities needed to sustain our improvements.

- **We communicate our improvements to our patients** in order to involve them in sustaining the improvements and create additional accountability for our program.

- **We create, adapt, or use existing tools** to make it easier for everyone to follow the procedures and systems we have established.

- **We continuously measure results** in order to know for ourselves: “Is it still working?” However, to simplify measurement, once our goals are reached we shift to an auditing mode (decreasing the frequency and quantity of data collected) so that data collection is easier to sustain.

- **We share our success with all of our staff**, including sharing success stories, data, and celebrating our achievements.