PROJECT SUSTAINABILITY CHECKLIST

Developing systems to sustain the gains from your project requires ongoing effort. Maintaining these systems assures that all of your hard work pays off in the long run. Use this checklist to assist you in sustaining your QI project improvements. Under each task, identify ways that you will accomplish the task.

❑ **We have a process owner** responsible for reviewing our data to monitor for slippage, designing ongoing improvements or adjustments, and facilitating communication to leaders, staff, and clients about the performance of the process.

- Who is/will be the QI process owner?

- What are their specific responsibilities in sustaining the QI project?

❑ **Our senior leaders are involved in keeping everyone focused on sustaining our improvements**. They are knowledgeable about the improvements and communicate about their importance and results of the new process at staff meetings, as well as informally day-to-day.

- What information is needed to keep leaders informed about this QI project?

- How will it be communicated? How often?

- What will we ask leadership to do to keep our agency focused on maintaining the improvements?

❑ **We make sure our systems and processes are independent of the people involved** by providing relevant ongoing training, making this training part of our new employee orientation, adding relevant roles and responsibilities to job descriptions, considering requirements in the hiring process, and cross-training staff for critical roles related to the QI project.

- What training is needed?

- Who will assist the process owner with assessing and ensuring training needs are met?

- What job descriptions and workplans need to be updated?

- Who needs to be cross-trained for critical roles?

- How will your hiring process be altered?

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*underlined items are ones teams will want to address early on

❑ **We create, adapt, or use existing tools** (i.e. checklists, visual aids, policies and procedures, etc.) to make it easier for everyone to follow the new procedures and systems we have established.

- What tools should be created or adapted?

- Who will create and adapt needed tools?

- How will the information be communicated to staff?

❑ **We continuously monitor project results** in order to know for ourselves: "Is it still working?" 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.

- <u>What are the "vital few" measures that will be tracked? What data no longer needs to be collected?</u>

- How often will the data be collected (should be "just enough")?

- Who will continue to collect the data?

- How will the results be reported to management?

- How will we act on the results if improvements are needed?

❑ **We celebrate our success with all of our staff**.

- How will the successes be celebrated?

- <u>What are good milestones to celebrate the successes</u> (e.g., six-month/one year anniversary, 100 days above goal, etc.)?

❑ **We communicate our improvements to our clients** in order to involve them in sustaining the improvements and create additional accountability.

- <u>What will be communicated to our clients/customers?</u>

- <u>How will the information be communicated?</u>

- Who will assist the process owner with developing communication materials?

- When will the information be communicated?

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*underlined items are ones teams will want to address early on