

Sustainability Worksheet

Sustainability is when new ways of working and improved outcomes become the norm.

Instructions: Use this worksheet to create a plan to sustain your improved outcomes. Work together as a team to review and complete each section.

A. Improved Outcomes

What **key outcomes** have improved within your clinic?

B. New Ways of Working

What **key protocol changes** have you implemented to achieve these outcomes? OR, what key protocol changes will you develop, test, implement for a desired outcome?

C. Make it the Norm! Identifying Key Sustainability Factors

Which **3-4 key sustainability factors** will you address to ensure your protocol/process changes and outcomes are sustained? Select **yes** or **no** per factor below.



Consider the following when selecting your top key factors:




- ❖ **Impact:** Which factors have the highest impact on sustaining the outcomes?
- ❖ **Influence:** To what degree can you influence the factor?



	Ownership	<i>Oversight to maintain & monitor outcomes</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	Perceived Value	<i>Valuable to those impacted by the new changes</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	Leadership	<i>Leaders keep the focus on sustaining the new changes & outcomes</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	Monitor & Feedback	<i>Continuously monitor outcomes to know if the new changes are still working</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	Staff	<i>Staff have the skills & confidence to continue implementing the new changes</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	Organizational Infrastructure	<i>Internal operations to support the new changes</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	Funding	<i>Obtaining funding to assist with ongoing implementation of the new changes</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No

D. Make it the Norm! Creating a Plan to Address Key Sustainability Factors

How will you address the priority factors you selected in Section C? Consider the suggested ideas in the below table.

Sustainability Factors	Our Plans to Address the Factor	By When?	Who is the lead?
 <p>Ownership</p> <p>How might we:</p> <ul style="list-style-type: none">) Assign one person to be the owner of the new process and changes) Define roles of the process owner including reviewing data on a quarterly basis to identify slippage, supporting the team to design improvements as needed, and communicating data to leaders/staff 			
 <p>Perceived Value</p> <p>How might we:</p> <ul style="list-style-type: none">) Celebrate success with staff and patients to show value) Use data and staff and patient quotes to communicate value 			

Sustainability Factors	Our Plans to Address the Factor	By When?	Who is the lead?
 <p>Leadership</p> <p>How might we:</p> <ul style="list-style-type: none">) Identify key information needed to keep leaders informed) Keep the organization focused on maintaining the outcomes 			
 <p>Monitor & Feedback</p> <p>How might we:</p> <ul style="list-style-type: none">) Create a plan to track key measures (what, who, how often)) Communicate the outcomes to leaders, staff, & patients on a quarterly basis) Work with the process owner to create a plan of action to address slippage 			
 <p>Staff</p> <p>How might we:</p> <ul style="list-style-type: none">) Provide ongoing training that includes the why & how of implementing the change) Make the training part of new employee orientation) Add relevant roles and responsibilities to job descriptions) Provide coaching/mentoring to improve staff confidence 			

Sustainability Factors	Our Plans to Address the Factor	By When?	Who is the lead?
 <p>Organizational Infrastructure</p> <p>How might we:</p> <ul style="list-style-type: none">) Revise job descriptions and policies to support the new changes) Allocate resources to support the new changes) Make it easy to do the “right” thing by error proofing our processes) Incorporate the outcomes & changes into the organization’s strategic plan 			
 <p>Funding</p> <p>How might we:</p> <ul style="list-style-type: none">) Review billing & reimbursement policies to identify opportunities) Seek additional grant funds to support the change 			