**Strategies for the Implementation and Sustainability of Changes**

# Purpose

Sustainability is “when new ways of working and improved outcomes become the norm.”[[1]](#footnote-2) We know from improvement work that planning for sustainability makes it more likely that new processes and changes to your system will remain in place over time. This worksheet will guide your team through strategies you might take to implement and sustain changes made in CQI efforts.

# Instructions

This worksheet is organized by the three key ingredients for successful implementation: Hardwiring the change,Leadership and Staff Commitment and Monitoring Results. For each of these, there are questions your team can consider along with a table of potential strategies. The strategies in the tables below are a menu of options. You do not need to work on each one, but your team should consider strategies in each table.

**Team Name:**

**Briefly describe the change you want to sustain:**

# Hardwiring the Change: Questions to Consider

* What policies, processes, and curriculum need to be updated to document and reflect the new way of working?
* Do job descriptions reflect the new changes?
* What skills, knowledge, and experience do staff need to implement the change? How will training be offered (initial and refresher)? Who will do the training?

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| **Check the strategies that your team will make to hardwire the change** | **What next steps will your team take? Include who is responsible and by when.** |
| * Identify a process owner * Update relevant policies and protocols * Provide training and coaching on new change (initial, on-going, new hire) * Update job descriptions to reflect the new changes |  |

# Leadership and Staff Commitment: Questions to consider:

* Who can champion this change, and how can they share their knowledge and experiences with others who would benefit?
* How will we communicate about the change?
* Are leaders knowledgeable about the change and engaged in problem-solving?

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| **Check the strategies that your team will make around leadership and staff commitment** | **What next steps will your team take? Include who is responsible and by when.** |
| * Show how change supports the program/organization vision and mission * Put the problem that the change addresses in historical perspective * Show the link between the change and the needs of families and communities * Share the benefits of the change and results from testing * Show appreciation for those making the change * Anticipate and address questions * Facilitate peer sharing |  |

# Monitoring Results: Questions to Consider

* How will you continue to monitor progress to ensure that the new change is sustained?
* Is there a mechanism in place to make changes and improvements based on data and feedback?

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| **Check the strategies that your team will make around monitoring results** | **What next steps will your team take? Include who is responsible and by when.** |
| * Identify relevant measures and add data elements to existing data systems for easy tracking and reports * Set frequency for how often the data will be collected * Identify how you will share results with staff * Check-in with staff about change during supervision and team meetings |  |

1. Sustainability: Model and Guide. (2007). National Health Service Institute for Innovation and Improvement. [↑](#footnote-ref-2)