



# Quality Improvement Tips

Hardwiring the process.  
Sustaining and spreading your QI initiative



## 1 Engage Leadership

Sustainability of QI work has a lot to do with organizational culture. The wider-spread the improvement culture, the higher likelihood of projects being sustained. Your board of directors, as well as clinical and administrative leadership need to be engaged.



## 2 Obtain support from front line staff

Front-line staff should be involved from the very beginning. Understand the training needs of your team so they can continue to do it the right way, at the right time, every time. Talk about sustainability right from the start.



## 3 Build ongoing measurement

Identify who oversees measurement and creates a plan i.e., measure every six months, every quarter or maybe once a year. This will ensure you demonstrated improved progress. Create a plan that can be acted on if performance declines.



## 4 Communicate the benefits

Present and share your learnings at conferences, community of practices, regional discussions, chat groups etc. It's important to share what you learned with others because it will help their journey. Think about key groups who would benefit from what you've learned. Look at Health Quality Ontario's spread planner for support.



## 5 Consider the four steps for successful spread

1. Clarify what is being spread
2. Determine how to spread the change
3. Identify and confirm resources
4. Monitor and communicate progress

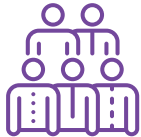




# Quality Improvement Tips

## Hardwiring the process. Sustaining and spreading your QI initiative

Many of EQIP's project teams are at a stage where they are focused on sustainability and are hardwiring their QI initiative into the processes and culture of their organization. Some of our Cohort 1 teams share important learnings about how to sustain the gains.



**1** QI sustainability has a lot to do with **organizational culture** – the wider-spread the improvement culture, the higher likelihood of projects being sustained.



**2** **Board capacity and leadership understanding** of their role in advancing the quality agenda is critically important. This is a key factor for sustaining change that we hope to see spread across our sector in the future.



**3** Complete a sustainability assessment at the outset of a project to ensure strategies can be implemented at the beginning of a project to avoid wasted effort. When thinking about change ideas, **strive for those that can be integrated easily into current practices and avoid add-ons.**



**4** In Cohort 1, the E-QIP team reviewed sustainability scores on the NHS tool and noted that those initiatives least likely to be sustained lacked organizational enablers like **alignment and infrastructure**. The teams that completed the tool identified infrastructure for sustainability as an area for development (building in changes to existing processes).



**5** **Start talking about sustainability right at the beginning of discussion.** Share information with staff regarding rationale for changes to increase perceived value of the project.



**6** At the end of QI project work (about five to six months of working on a QI project) teams reported continued support was required to ensure sustainability. We know that it is challenging with the resources we have.

