

## **PowerPoint Presentations**

Bratzler, Dale W. "CMS National Patient Safety Initiative: Sustaining Improvement." Prepared for the *Patient Safety Quality Improvement Organization Support Center*. 2010.

[http://www.ofmq.com/Websites/ofmq/Images/PS%20QIOSC/QIO%20Only/NQIL%206/NQIL%20Bratzler%20082510%20\(1\).pptx](http://www.ofmq.com/Websites/ofmq/Images/PS%20QIOSC/QIO%20Only/NQIL%206/NQIL%20Bratzler%20082510%20(1).pptx)

This presentation summarizes findings from a Commonwealth Foundation study. This study's goal was to generate findings that can be used to enhance learning collaboratives and future improvement initiatives in a way that will more likely produce sustainable improvements and facilitate the spread of improvement activities. Nine principles of sustainability that were identified in this study are reviewed.

Krieger, Jim. "Steps toward Sustainability." Prepared for *Steps National Grantees Meeting*. 2007.

<http://www.kingcounty.gov/healthservices/health/chronic/steps.aspx>

This presentation summarizes the importance of choosing strategies and tools for sustainability. Examples of tools and strategies used in public health projects are shared as well as lessons learned.

## **Publications**

"Improvement leader's guide to sustainability and spread." *NHS Modernisation Agency*. Ipswich, England: Ancient House Printing Group; 2002.

<http://www.ihl.org/IHI/Topics/Improvement/SpreadingChanges/Literature/ImprovementLeadersGuidetoSustainabilitySpread.htm>

After making improvements within an organization, an important step is to sustain and build upon those ideas. This guide provides tools and methods for sustaining and spreading improvement ideas.

Hinchey Judge, KeriAnn; Deborah Jahn; Scott Thomas Lustbader; Destiny Ramjohn; Matthew Chin. "Factors contributing to sustaining and spreading learning collaborative improvements: Qualitative Research Study Findings." Prepared by the *Primary Care Development Corporation and the Commonwealth Fund*. December 2007.

[http://www.pcdcn.org/index.cfm?fuseaction=cms.viewPage&organization\\_id=128&page\\_id=7950&section\\_id=1896&command=DISPLAY\\_DETAILS&news\\_id=19](http://www.pcdcn.org/index.cfm?fuseaction=cms.viewPage&organization_id=128&page_id=7950&section_id=1896&command=DISPLAY_DETAILS&news_id=19)

Using the factors of team/staff, leadership, models/process, organizational systems/culture, data measurement/reporting, and education/coaching as a framework, Primary Care Development Corporation (PCDC) conducted a qualitative research study to identify what contributes to the sustainability and spread of improvements following a learning collaborative.

Shilling, Lisa. *Implementing and Sustaining Improvement in Health Care*. Joint Commission Resources, 2008.

This book describes several leading healthcare organizations' performance improvement projects, detailing how the improvement was spread and how it was maintained over time. ISBN: 978-1-59940-187-4

### **Tools**

PDSA Quality Tool. ASQ website.

<http://asq.org/learn-about-quality/project-planning-tools/overview/pdca-cycle.html>

The plan-do-check-act cycle is a four-step model for carrying out change. Just as a circle has no end, the PDCA cycle should be repeated again and again for continuous improvement.

PDSA Worksheet for testing change. IHI website

<http://www.ihl.org/IHI/Topics/Improvement/ImprovementMethods/Tools/Plan-Do-Study-Act+%28PDSA%29+Worksheet.html>

This worksheet helps your team document a test of change.

Short Survey. IHI website.

<http://www.ihl.org/NR/rdonlyres/08F48821-D119-4ACA-9E94-1725155670A0/644/ShortSurvey1.pdf>

Short surveys are intended to provide just enough simple and prompt feedback to tell you whether your attempts to improve are going in the right direction. These surveys may be used in running Plan-Do-Study-Act (PDSA) cycles

Run Chart. IHI website.

<http://www.ihl.org/NR/rdonlyres/4ADE8CFB-D587-4133-96E3-3D65AB37F65E/648/RunChart1.pdf>

Run Charts help improvement teams formulate aims by depicting how a process is performing.

Ongoing Monitoring Worksheet. MedQic

<http://www.qualitynet.org/dcs/ContentServer?c=MQTools&pagename=Medqic%2FMQTools%2FToolTemplate&cid=1096585074914>

This worksheet helps you to monitor and evaluate implemented changes and determine if those changes have made an impact on overall care delivery.

Sustainability Model and Guide. Developed by NHS-Institute for Innovation and Improvement.

[http://www.institute.nhs.uk/sustainability\\_model/general/welcome\\_to\\_sustainability.html](http://www.institute.nhs.uk/sustainability_model/general/welcome_to_sustainability.html)

This model and guide was developed to support health care leaders in sustaining effective improvement initiatives leading to increased quality and patient experience at lower cost.

Patient Safety Leadership Walkrounds. IHI website.

<http://www.ihl.org/NR/rdonlyres/53C62FFD-CC4A-4DEA-A869-83B575DCEED8/640/WalkRounds1.pdf>

By using Patient Safety Leadership WalkRounds™ weekly, senior leaders of health care organizations can demonstrate to staff the organization's commitment to building and maintaining a culture of safety.

### Videos

Beverly, Claudia; Elena Siegal; Carol Compas; Amy Cotton. Quality Improvement: Maintaining and Sustaining Success. *Advancing Excellence*. 2008.

[http://www.nhqualitycampaign.org/star\\_index.aspx?controls=interchangeVideos200812](http://www.nhqualitycampaign.org/star_index.aspx?controls=interchangeVideos200812)

The speakers in this video, recorded as part of the 2008 Advancing Excellence Interchange, discuss how to maintain systems changes using a structure, process, and outcome model. A pressure ulcer prevention program is used as an example of sustaining success.

NHS-Institute for Innovation and Improvement.

[http://www.institute.nhs.uk/sustainability\\_model/introduction/substainability\\_videos.html](http://www.institute.nhs.uk/sustainability_model/introduction/substainability_videos.html)

Three videos provide an overview about the NHS Sustainability Model and Guide. The first video reviews the key learning points that are critical to improve the likelihood of sustainability. The second video introduces ten key factors that increase the likelihood of sustainability and continuous improvement. The third video demonstrates how to use the scoring system in the sustainability model and guide and how to interpret those scores.