Sustaining Change Checklist

This checklist identifies factors that play an important role in helping teams sustain the changes of their performance improvement projects. The more factors you include in your project plan, the more likely it will be that your team will be able to sustain its change over time. Use these questions to spark discussion.

Are there benefits in addition to helping patients?

[✓] For example, does the change reduce waste or avoid duplication?

[✓] Will staff members notice a difference in their daily working lives?

Are the benefits credible?

[✓] Are benefits to patients, staff members and the organization visible?

[✓] Can all staff members clearly describe the full range of benefits?

Can the improved process be adapted?

[✓] Does the change continue to meet ongoing needs effectively?

[✓] Does the change rely on a specific individual or group of people, technology, finance, etc., to keep it going?

Is there an effective system in place to monitor progress?

[✓] Is there a feedback system to reinforce progress and initiate new or further action?

[✓] Are mechanisms in place to continue to monitor progress beyond the formal life of the project?

[✓] Are the results of the change communicated to patients, staff members, the organization and the wider health care community?

Are staff involved and do they have the training to sustain the process?

[✓] Do staff members play a part in innovation, design and implementation of the change throughout the process?

[✓] Is there a training and development infrastructure in place and are staff members trained to take the change forward?

What are staff attitudes toward sustaining the change?

[✓] Are staff members encouraged and able to express their ideas throughout the change process and is their input incorporated into the change?

[✓] Do staff members think the change is a better way of doing things that they want to preserve for the future?

[✓] Are staff members trained and empowered to run small-scale tests of change using PDSA based on their ideas, to see whether additional improvements should be recommended?

Are senior and clinical leaders engaged and supportive?

[✓] Are senior and clinical leaders involved in the initiative? Do they understand it and promote it?

[✓] Are they taking personal responsibility to help break down barriers and are they giving time to help ensure the change is successful?

Does the project fit with the organization's strategic aims and culture?

[✓] Are the goals clearly contributing to the overall organizational strategic aims?

[✓] Is improvement important to the organization and its leadership?

Is there infrastructure in place to support the change?

[✓] Are staff members fully trained and competent in the new way of working?

[✓] Are there policies and procedures supporting the new way of working?

[✓] Is there a communication system in place?

Adapted from the National Health Service's Institute for Innovation and Improvement's Sustainability Model and Guide.

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