Improvement Project Sustainability Assessment

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Sustainability Factor	Comments/Action Items
1. Perceived Value ☐ The change was inspired by credible sources (e.g., evidence-based guidelines, leading research entities) ☐ Pilot outcomes have been collected. Data, staff testimonials, and patient stories help demonstrate the value of the change. ☐ Staff believe in the benefits of the change and can clearly describe these benefits	
2. Complexity of the Change ☐ The impact on staff has been assessed. Change either has minimal impact on staff workflows and responsibilities, or the pilot team has taken multiple approaches to streamline new processes, reduce variability, and make these new processes staff/user-friendly. ☐ Adaptability of the change has been determined and shared to staff. Staff have clear understanding of what can/cannot be changed when implementing this initiative	
3. Measurement, Monitoring, and Feedback ☐ This initiative is accompanied by a measurement plan to capture and monitor improvement measures. ☐ Measurement plan clearly articulates how data will be collected and monitored. Staff are trained in how to collect/track this data. ☐ There is a feedback system for staff to share progress and challenges.	
4. Leadership *Senior Executives* ☐ Senior Leadership have established genuine commitment and support for changes *Managers and Physician Leaders* ☐ Get involved in the change, understand it, and promote it ☐ Take personal responsibility and allocate sufficient time and resources to ensure the change is sustained ☐ Are trustworthy, influential, respected and believable *Pilot Champions* ☐ Project manager(s) and pilot champion(s) are identified and have the requisite passion, time, and commitment to support the change	

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5. Staff ☐ Staff have been given an opportunity to ask questions, share ideas, and voice concern about the improvement initiative. Questions and concerns have been addressed in a timely and considerate manner. ☐ Staff have the capacity to work in the new way (have the time and resources needed) ☐ Staff have the technical knowledge and skills needed to work in the new way. Trainings, checklists, workflows, and reminder systems have been created to help staff learn and adopt these changes.	
6. Processes, Equipment, and Technology ☐ Training requirements are identified including content, duration, faculty, and delivery mechanism (e.g., conference, classroom, simulation). Staffing plans to support training are identified (e.g., replacement staff as necessary) ☐ Trainings, checklists, workflows, and reminder systems have been created to help staff learn/adopt these changes. ☐ Facilities, equipment, and technology needs have been clearly defined and funding/budget is available to address any facility, equipment, or technology needs. ☐ IT systems have been modified/optimized to support this change.	
7. Organizational Fit ☐ Change aligns with strategic priorities and the organizational goals ☐ The organization has successfully sustained improvement initiatives in the past ☐ Organization and staff have a "can-do" attitude and embrace change, innovation, and improvement. ☐ There are no competing projects or priorities that might detract from staff being able to implement/sustain this initiative.	
8. Infrastructure for Sustainability ☐ There is an oversight/management team in place that has a defined approach for executing and monitoring all initiative changes ☐ The management team regularly reviews, monitors, and adjusts changes based on performance measures and staff feedback. ☐ There is a process in place for staff to provide feedback and escalate/resolve issues	

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9. External Influences ☐ Team and leadership have assessed potential impact from external agencies (government policies and regulation, grant obligations, community organizations, health plans, etc.).	