

# Sustainability tips script

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1) Slide Number 2

Welcome everyone to the webinar on sustainability in quality improvement STEP 4. In this webinar, we shall be discussing the tips to sustain a quality improvement initiative, and tips to keep the team motivated.

2) Slide number 3

The objectives of this webinar are to learn how to embed successful changes into a health system to sustain the improvement in quality of care and also to engage and motivate the teams to view quality improvement as a part of the work culture.

3) Slide Number 4

Hardwiring is what we call the steps we take to prevent the system from slipping back to the old ways of working after we have identified and tested a better way of working. Some of the steps include clear documentation of the flow and providing the necessary training and skills required for the health personnel to follow the flow of process. Other methods include making changes in job description and policies & ensuring the availability of functional equipment and adequate supplies to carry out the improvement process. One should also make sure to remove any barrier to achieving the implementation of the changes.

4) Slide number 5

To ensure that a change is sustained one has to ensure that it is a system change and not just a minor tinkering of the process. Tinkering is reacting to the problem rather than looking for the root cause and addressing that. For example, if we are trying to solve the problem of illegible physician orders leading to medical errors, we could tinker telling the physicians to write clearly. Moving to a standardised prescription form is an example of system change. Another such example is improving the breast milk expression by efficient use of breast pumps in the unit so that the change is sustained for long time.

5) Slide number 6

It is important to think of sustainability from the beginning. Changes that make things easier and better for the staff and for the patients are likely to be sustained. Doing improvement work together as a team ensures that the right change ideas are developed. Leadership support is important to sustain the gains. Although skills to improve care at the frontline are the cornerstone for quality improvement, we need to develop structures and systems at an organizational level to support quality improvement work and make things easier for the QI teams at the frontline.

6) Slide number 7

One of the key steps to sustain any improvement initiative is to keep the members of the team motivated. This can be achieved by sharing the data, and run charts periodically, ensure regular communication using technology. Another good way to motivate the team is to share the success stories with the staff as well as with the higher authorities.

7) Slide number 8

Choosing an appropriate problem/issue to be improved upon is the first crucial step for success and to sustain the project. Changes that come from front line workers can be more sustainable since they are more likely to be attractive to the people doing the work. Even if the project fails, do not get dishearten and unmotivated because it is a learning to start a new beginning.

8) Slide number 9

Having written, well defined policies, approved by the higher authorities of the institute is a critical component to ensure sustenance. This makes sure that even the new members and ancillary staff are aware of the purpose of the project and responsibilities of the respective members. The policy document should be for ready access for everyone in the unit.

9) Slide number 10

There are a lot of other attributes that improve the sustainability of QI projects such as celebrating the success of the team at short intervals helps keep the team motivated. Motivation driven members and voluntary participation helps in improving QI sustainability. It is a good practice to provide constant positive reinforcement to the team members by recognising them as champion of the month award which we did in our intensive care unit. Champions are those team members who respect others, are a keen listener and identify key strengths of other members as well. With these qualities they continue to inspire other members, ultimately resulting in better work culture. Keeping positive attitude helps to face hurdles in the projects. Last but not the least, inculcating QI as a culture is of utmost importance, it is to be taken as a part of our everyday practise and routine care, ultimately directed to improving care of the patients

10) Slide number 11

To summarise, sustenance of an improvement project may require system changes. A change which makes work convenient for health workers and constant visually display of data make them more sustainable and lastly, having a written policy and leadership involvement are crucial steps for success of any QI project.

11) Slide number 12

Thank you and hope the tips would be useful to achieve the changes in the system and sustenance of the improvement projects in different units.