The chat tool is available to ask questions or comments at anytime during this event.
RAISE YOUR HAND

- If you wish to speak telephonically, please “raise your hand”. We will call your name, when your phone line is unmuted.
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AGENDA

• Introduction
• Holding the Gains: A Model for Sustainability Part II
  » Lynne Maher, PhD, MBA of Ko Awatea and University of Auckland
• Q & A
• Upcoming events
SPEAKERS

Lynne Maher, PhD, MBA
Sustainability
Session 2- Understanding your Sustainability Results

Dr. Lynne Maher
Director for Innovation, Ko Awatea
Associate Honorary Professor of Nursing, The University of Auckland

@LynneMaher1
Plan for this session

- Provide an overview of the NHS Sustainability Model scoring systems
- Review and discuss your completed bar charts
- Start to plan to improve the scores
“All models are wrong but some are useful”

W Deming
How to use the Model

– Designed for use at the beginning and throughout your improvement project
– Designed for use at the level of a specific planned, or ongoing improvement project
– **Not** designed to assess whether a department with multiple projects, whole organisation or health community is likely to sustain change in general
– Can be used as a ‘diagnostic’ for the project lead
– Is much better if multiple members of the team use it
– The score is useful, the insight and ensuing conversation from the whole team scores is extremely valuable
Before we talk about your charts individually

• How did it feel to go through the Model?
  – Language
  – Understanding the sub-factors
• Were you surprised at any of the individual scores?
• Were you surprised at your overall score?

Other Comments?
Other Questions?
Overall Scores

• If your overall score is 55 or higher there is reason for optimism
• If your score is between 36 and 54 you have some work to do
• If your score is below 35, we usually advise that you suspend the project and concentrate on improving the likelihood that it will sustain

• For all; work on improving the two factors that have the biggest potential

• Re score in about 6-8 weeks
Down into the detail

- Using your graph
- Identify the **two factors** which are of **greatest concern** - where your actual score is a long way from the potential score. These are the areas that will require work.
- Identify the **two factors** which are the **most positive** – where your actual score is nearest to the potential score. These are the areas you should celebrate, maintain and learn from.
The potential for performance improvement

- Adaptability of improved process
- Benefits beyond helping patients
- Clinical Leadership engagement
- Credibility of the benefits
- Effectiveness of systems to monitor progress
- Fit with org's strategic aims and culture
- Infrastructure
- Senior leadership engagement
- Staff behaviours toward sustaining change
- Staff involvement & training to sustain the process

Potential score vs. actual score

©NHS Institute for Innovation and Improvement 2006
Douglas Jones & Team

PI project, decreasing the no show rate for outpatient specialty clinics.

Overall score- 67.5
Debra Burgess, RN, BSN, MHA
Quality & Safety Nurse, UCDHS

Overall Score – 50.7
Thomas Holton & San Francisco Team HAPU

Benefits beyond helping patients
Credibility of the evidence
Adaptability of improved process
Effectiveness of the system to monitor progress
Staff involvement and training to sustain the process
Staff behaviours toward sustaining the change
Senior leadership engagement
Clinical leadership engagement
Fit with the organisation's strategic aims and culture
Infrastructure for sustainability

Overall score-61.0
Renee Kearby & Team IMMU

Benefits beyond helping patients
Credibility of the evidence
Adaptability of improved process
Effectiveness of the system to monitor progress
Staff involvement and training to sustain the process
Staff behaviours toward sustaining the change
Senior leadership engagement
Clinical leadership engagement
Fit with the organisation's strategic aims and culture
Infrastructure for sustainability

Overall score- 47.1
Learning from each other

- Share your graph sheets.
- Explore who has a high score for a factor that you have a low score?
- Make a time to meet and chat about what they have done to achieve that score.
- Share with them any areas of your good practice too
- Review the material in the Sustainability Guide
- Plan to improve two areas where you have the highest potential for improvement
What did you learn and what are you going to do?

<table>
<thead>
<tr>
<th>Sustainability Factor</th>
<th>Factor score</th>
<th>Learning from colleagues /other sources</th>
<th>How will I use the learning?</th>
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Questions/ Comments?
UPCOMING EVENTS

• Webinars
  REAL eLearning Module
  Nov 18 | 1 pm EST

  Maternal Health
  Nov 20 | 2pm EST

  Leadership for Safety – Responding to Patient Safety Disasters
  Dec 4 | 12pm EST

• In Person Event:
  Summit on Harm Reduction - Sustaining Progress, Building on Success
  Nov 10 | Chicago
THANK YOU FOR ATTENDING

• **Evaluation**: When you close out of WebEx following the webinar, an evaluation will open in your browser. Please take a moment to complete. We greatly appreciate your feedback!

• **Check out the new EHEN Leadership for Safety Program website**: http://essentialhospitals.org/institute/ehen-leadership-safety-program/

  Visit http://essentialhospitals.org/groups/ehen/ to collaborate today.
Sustainability: recommended reading

Sustainability-recommended reading


Sustainability-recommended reading

- Research into Practice (2002) From Scepticism to support- what are the influencing factors?