

Session 33:
Quality Improvement: Sustaining Changes

Key Takeaways:

- **Scaling a change means expanding its scope across multiple settings and/or audiences. This requires addressing issues that are not essential to spread, including infrastructural constraints, greater resource needs, greater complexity, relationships between adopters, and a lower level of control.**
- **Just because a change is effective does not mean that it will be sustained. Sustainability planning starts with measurement, including monitoring process and outcomes metrics for negative signals and planning for how measurement will change over time.**
- **Sustainable changes require clear ownership. There may be different owners for the daily work associated with a change and the measurement that supports sustainment.**

Further Reading:

Quality Improvement	McCannon CJ, Schall MW, Perla RJ. Planning for Scale: A Guide for Designing Large-Scale Improvement Initiatives . IHI Innovation Series white paper. Cambridge, MA: Institute for Healthcare Improvement; 2008.
	Barker PM, Reid A, Schall MW. A framework for scaling up health interventions: Lessons from large-scale improvement initiatives in Africa . Implementation Science. 2016 Jan;11(1):12.
	Sustainability Planning Worksheet . Boston, MA: Institute for Healthcare Improvement; 2019.