IHI Tips for Sustaining Your Hard-Won Improvements

*Adapted from **Kedar Mate***

What should practices do to sustain improvement?

At the frontline, we need:

- Standardisation — job descriptions with clear sets of roles and accountabilities. We need standard work to meet the specifications of what we're hoping a system will do to care for patients.
- Accountability — ways to keep the team accountable to the standard work. We should all know what we're supposed to do and our supervisor should keep us accountable.
- A visual management system — it's often a board mounted on the wall in practices. The visual display helps people understand their practice's performance over time on measures that matter to the staff and to the patients.
- Daily communication — teams often use huddles as a communication system that keeps everyone informed of the practice's progress.
- A problem-solving technique — practices rely on a process for escalating and addressing problems when there's an issue with the performance within the practice that can't be immediately solved.

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Healthcare Improvement Scotland

Edinburgh Office
Gyle Square
1 South Gyle Crescent
Edinburgh
EH12 9EB

0131 623 4300

Glasgow Office
Delta House
50 West Nile Street
Glasgow
G1 2NP

0141 225 6999