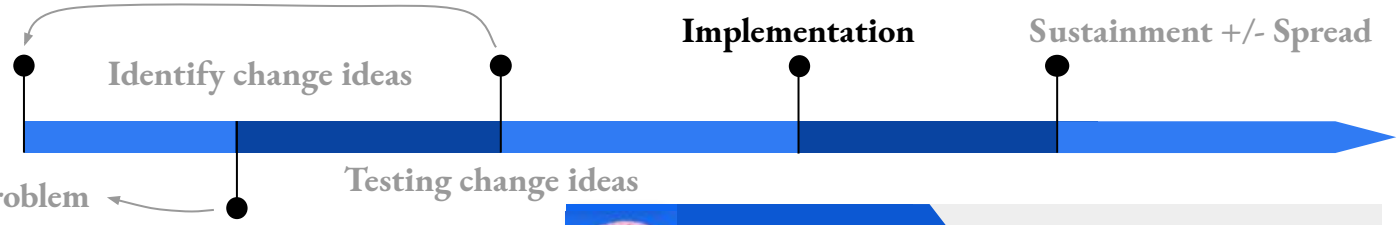
Implementation

Making your changes *stick*

Handout v1.0
Dr Cole Stanley Inc.



Aim Statement

Change Idea

What have you tested?

Ready to Implement?

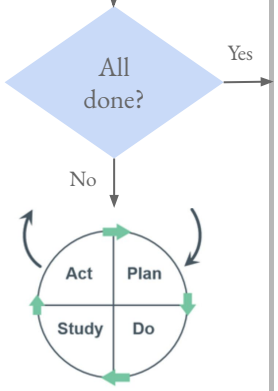
IG, Chapter 7, p145-146

- ☐ **Multiple tests done.** Started with small scale PDSAs, then increased.
- ☐ **High degree of belief.** Change idea will lead to improvement.
- ☐ **Strong organizational commitment.** There is readiness for change.
- ☐ **Small cost or risk of failure.** Insignificant losses expected.

Testing vs. Implementation

IG, p174

Testing	Implementation
Not permanent	Become part of routine
Minimal supporting process changes needed	Supporting processes changed
Focus on learning at minimal risk	Performance close to predictions (less learning)
Failure expected	Greater number of people impacted
Minimal people affected	Takes more time than testing
Resistance lower	Potential for resistance higher

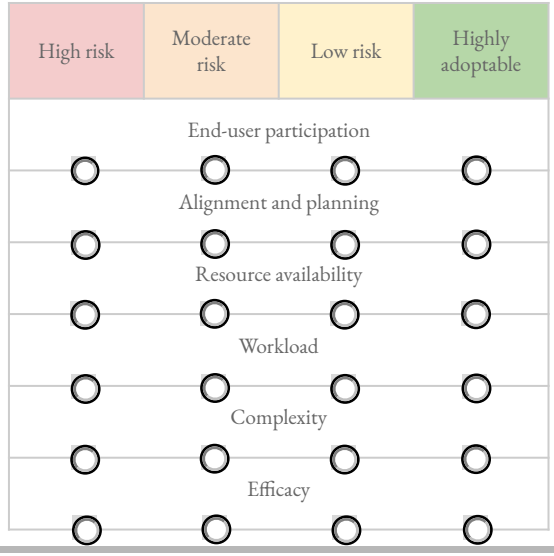


More PDSAs required first.

Handout Source Materials
- IHI
- The Improvement Guide, 2nd Edition (IG)
- BCPSQC EPIQ Slides

Highly Adoptable Improvement [Link]

Assessment Guide. For each category, hover over for descriptions and choose the most fitting response.



Implementation Plan

IG, p180-185

Standardize. Policies and practices that act as a model or guideline for a process.

Communicate. Multimodal, creative, personalized, targeted, frequent.

Document. Record the results of implementation and standard process used, and ensure plan for updating.

Train. Ensure current staff are adequately trained and have access to training materials. Update staff orientation.

Measure. Continue some form of measurement to ensure sustainment. Consider thresholds to act.

Resource. Ensure the required personnel, time, and products (eg. forms or software) are in place.

Note: You can use a **PDSA approach** for each of the above during the implementation phase.