

How to Use This Guide	<p>This guide is designed to support facilitation of an interactive learning session on how to Sustain and Spread Improvements.</p> <p>Facilitators should feel free to adapt and revise this guide. Facilitators may choose to:</p> <ul style="list-style-type: none"> » Convene staff from one or more clinics for a standing meeting (e.g., monthly) to discuss each Best Practice (in order or as needed). <i>(See the Best Practice discussion guides.)</i> » Convene a one-time meeting with clinic staff about this topic.
Learning Objectives	<p>By the end of the discussion, participants should be able to:</p> <ul style="list-style-type: none"> » Identify one next step for sustaining changes » Identify one strategy for spreading changes to other sites » Identify one strategy for building a culture of quality at your agency
Length	<p>At least 60 minutes, with more time for discussion as schedules allow. Example discussion questions are provided; facilitators can use them based on participant interest.</p>
Materials	<ul style="list-style-type: none"> » <u>PowerPoint Slides with Notes</u>: Slides with speaker notes and discussion questions
Format	<p>Discussions can be facilitated virtually or in person.</p>
Suggested Participants	<p>Staff from one or more family planning clinics. Involving multiple sites can facilitate peer-to-peer sharing. Having representation from clinical, administrative, and financial staff can help address system issues.</p>
Before you start...	<p>Ask participants to reflect on changes that have been made prior to the session. Ask participants to bring performance indicator data, and/or assessment results (if applicable) for discussion. Participants should be prepared to discuss:</p> <ul style="list-style-type: none"> » What is the change that had the most impact for your agency? » What makes you say this was the most impactful change? » How do you know this change was successful? » What data do you have that shows an impact? » What are your remaining challenges?

Orientation to Meeting and Discussion of Site(s) Improvements


15 minutes



Slides 1-4

**Present Slide****Facilitate****1** Sustain and Spread Improvements

Activity:

- » Conduct participant and facilitator introductions.

2 Meeting objectives**3** Then and now

Activity:

- » Ask participants to reflect on changes that have been made prior to the session. Ask participants to bring performance indicator data, and/or assessment results (if applicable) for discussion.

Discussion:

- » What has changed at your site over the past few months?
- » What data show this improvement?
- » What are remaining challenges?

4 Next steps to sustain and spread changes
Sustaining Improvements


15 minutes



Slides 5-9

**Present Slide****Facilitate****5** Three keys to sustainable quality improvement**6** Focus and measure**7** Choose a few vital actions**8** Engage six spheres of influence

Discussion:

- » Reflecting on what changes have been made, which ones do you want to sustain?
- » What is one approach you will use to ensure changes are sustained?

- 9** Quality improvement eLearning course
 module 4: Implementing Sustainable
 Quality Improvement (FPNTC)

Spreading Improvements to Other Sites



15 minutes



Slides 10-15



Present Slide

Facilitate

- 10** Model for Improvement

- 11** Plan-Do-Study-Act (PDSA) scale-up

- 12** Institute for Healthcare Improvement
 Model for Spread

- 13** Tips for planning for spread

- 14** Tips for communicating spread

- 15** Tips for managing spread

Discussion:

- » How ready are you to spread changes to other sites in the network? What can you do to increase readiness?
- » What is one approach you will use to start spreading best practices to other sites?

Building an Organizational Culture of Quality



10 minutes



Slides 16-18



Present Slide

Facilitate

- 16** A quality improvement project vs.
 a culture of quality

- 17** Strategies to create a culture of quality

Discussion:

- » What is one strategy you can implement to promote a culture of quality at your organization?

- 18** Quality improvement eLearning course
 module 5: Building a Culture of Quality
 for Family Planning (FPNTC)

Next Steps and Conclusion  5 minutes  Slides 19-20

 Present Slide

Facilitate

19 Closing and reflection

Discussion:

- » What other questions do you have for each other before we end?
- » What are your next steps for sustaining and spreading improvements?
- » What is one thing you will take away from today's discussion?

20 Thank you