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

**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