### How to Use This Guide

This guide is designed to support facilitation of an interactive learning session on how to **Sustain and Spread Improvements**.

Facilitators should feel free to adapt and revise this guide. Facilitators may choose to:
- Convene staff from one or more clinics for a standing meeting (e.g., monthly) to discuss each Best Practice (in order or as needed). *(See the Best Practice discussion guides.)*
- Convene a one-time meeting with clinic staff about this topic.

### Learning Objectives

By the end of the discussion, participants should be able to:
- 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

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.

### Materials

- **PowerPoint Slides with Notes**: Slides with speaker notes and discussion questions

### Format

Discussions can be facilitated **virtually or in person**.

### Suggested Participants

**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.

### Before you start...

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:
- 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

<table>
<thead>
<tr>
<th></th>
<th>Present Slide</th>
<th>Facilitate</th>
</tr>
</thead>
</table>
| 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

<table>
<thead>
<tr>
<th></th>
<th>Present Slide</th>
<th>Facilitate</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Three keys to sustainable quality improvement</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Focus and measure</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Choose a few vital actions</td>
<td></td>
</tr>
</tbody>
</table>
| 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? |
DISCUSSION GUIDE
Sustain and Spread Improvements

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

Spreading Improvements to Other Sites 15 minutes Slides 10-15

10 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

16 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)
<table>
<thead>
<tr>
<th>Present Slide</th>
<th>Facilitate</th>
</tr>
</thead>
</table>
| **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 |  |