



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.