

# Plenary Sessions

P3.2

Teamwork

14:30 Convention Hall B

## Making Quality Improvement Initiatives Sustainable

*Dennis C**Australian Council on Healthcare Standards, Australia*

Sustainability is “when new ways of working and improved outcomes become the norm” (NHSScotland)

Health services invest significant resources into quality improvement and clearly, are keen to see this investment deliver improved outcomes of care and be sustainable into the future. Sustainability however requires thinking beyond the life of a project. Far too often we have seen great initiatives/projects commence with excitement and enthusiasm only to wane over time. Alternatively, there is always the risk of a “thousand flowers blooming”; too many projects occurring at once and often competing for both resources and for relevance.

Sustainable improvement is also dependent on a number of other factors. These include;

- Leadership
- Quality and safety cultures
- Human factors including teamwork
- Organisational learning – how knowledge is actioned
- Approaches to change management
- Adequate resources – financial, staffing and infrastructure
- Monitoring improvements and,
- How we acknowledge achievements and celebrate wins.

Sustainability has often been considered as the final stage of a quality improvement process, however this session will explore how this should be built into all stages of a quality improvement initiative.

This presentation will also include a case study example of an improvement project. It will address the critical success factors that facilitated the achievement of the projects objectives and enabled the work to move from an “improvement project” to an ongoing “programme of continuous improvement”.