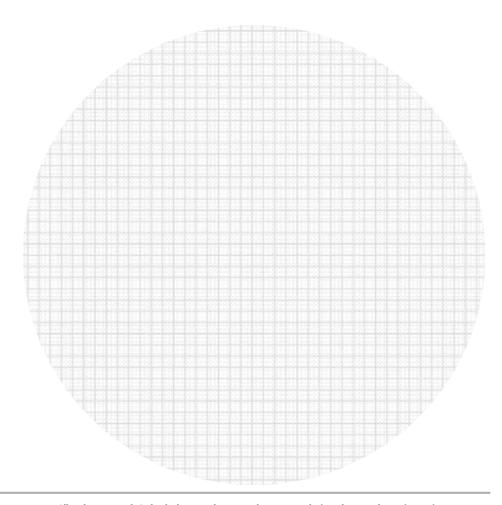




Sustainability Planning Worksheet



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This worksheet is part of the IHI Quality Improvement Practicum, a 9-week online course in which participants receive tools, coaching, and community support to aid them in running a local improvement project. Learn more at ihi.org/QI.

Sustainability Planning Worksheet

This worksheet offers five areas (which conveniently spell MOCHA) for your team to consider when planning for the long-term sustainability of your improvement effort. Use the questions below to help you plan for success.

Areas for Consideration	Notes
Measurement	
 What will we continue to measure? What will we stop measuring? What will we do if we see a negative signal (i.e., special cause variation)? 	
Ownership	
 Who will own the new standard work? Is he or she engaged and onboard with the improvement? 	
Communication and Training	
 How will we communicate about the change and who will be the messengers? How will we support individuals in the new "right way"? What type of training will we use? 	
Hardwiring the Change	
 How will we make it hard to do the wrong thing and easy to do the right thing? Can we reduce reliance on human memory? How will we standardize? Do we need new documentation and resources? 	
Assessment of Workload	
 Are our changes increasing the overall workload to the system? If so, how can we decrease the workload? If not, how will we communicate about what is changing and not changing? 	