# Six Building Blocks Monitor & Sustain Activities Checklist

Below is a list of activities for the final stage of implementing the Six Building Blocks, *Monitor & Sustain*. Consider this list a starting place of activities, which you can adjust depending on your current status and priorities.

#### Leadership & consensus

Continue to protect time for improvement team to meet

Emphasize project importance with updates at weekly & monthly staff meetings

Assess adequacy of resources needed for tracking and monitoring and identify additional resources if needed

Identify specific clinicians/patients with successes and share stories

Obtain feedback from staff and clinicians and adjust as necessary

Identify reluctant providers and identify strategies to improve engagement

Stay up to date with guidelines (Medicaid, AMDG, CDC, etc.)

#### Policies, patient agreements, & workflows

Revisit and revise policies, patient agreements, and workflows, as needed based on experiences and new evidence

#### Tracking & monitoring patient care

Adjust and iterate best possible tracking & monitoring approaches for pre-visit planning & monitoring success

#### Planned, patient-centered visits

Offer training opportunities for empathic communication and patient involvement

Adjust and iterate workflows to risk-stratify patients, identify COT patients, review their charts for care gaps, and prepare for visits

#### Caring for complex patients

Ensure clear referral pathways for complex patient resources and close the loop on referrals

Implement and iterate workflows to screen for and identify complex patients

#### Measuring success

Produce provider-specific reports on COT performance measures and discuss during medical staff meetings

Regularly review performance measure data (run charts) at the level of the clinic during all staff meetings and other opportunities

Identify additional opportunities for improvement and implement small cycle tests of change