

## **Process Owner and Project Sustainability Plan**

### **Consumer and Community Satisfaction Surveys**

#### **During QI project**

- Identify and engage appropriate Process Owner during project: Robin Holton: Patient Survey Process and HEO Community Survey Process
- Involve senior leadership and/or project sponsor in the identification of and communications with the Process Owner: Anne Thomas, health director approved and discussed with process owners

#### **As QI project wrapping up**

- All goals achieved or more than 90 days past final WS/time frame in aim statement
- Document new process by creating an updated policy and procedure to replace inaccurate one.
- Prepare an itemized checklist for the project for the Process Owner
- Provide key summary documentation – Final storyboard, the Value Stream Map of improved process, project charter, current newspaper showing all items completed
- Provide a high level timeline of the tasks and dates the Process Owner will need to address
- Provide list of measures to be monitored and related measurement table entries
- Provide a list of “red flags” that should alert the Process Owner to signs of potential problems/slippage
- Provide list of staff involved in the improved process and their new roles and responsibilities related to the project, document in job descriptions if needed.
- List of milestones that would be good to celebrate in upcoming months/years
- Communication plan, including the reporting plan to QI Council and/or senior leaders and all staff
- Add the key responsibilities to the work plan/job description of Process Owner
- Hold one or more handoff meetings between QI team (or QI team lead) and Process Owner
- Hold regular team meetings throughout the implementation of the project including administering surveys, collecting data, analyzing data, sharing data and making improvements from data.

#### **After QI project complete/handoff**

- Do a 30-day, 90-day, and one year check-in huddle between QI team (or QI team lead) and Process Owner to problem solve any questions or issues that have arisen

