Sustain and spread

Transfer the changes from an improvement project to 'the way we do things here'. Use long-term measures to show improvements are sustained.

Consider plans for spreading the Always Event at the start.

Show the impacts

Use outcome measures to show the changes are having a positive impact on patient/service user experiences. The Always Event must be evidence-based.

Implement the changes reliably

Check whether the adopted change ideas have become standard work. Use process measures to assess if the changes are being implemented reliably for every individual, every time.

Understand what matters most to patients/service users

Deeply understand patient/service user experiences in the pilot unit/service to learn what is most important to them for improving their experiences of care.

WHAT?

Test the changes

Before implementation, test the Always Event change ideas to show which ideas should be adopted, adapted or abandoned.

Use Plan-Do-Study-Act (PDSA) cycles to trial an idea on a small scale by assessing its impact and building on learning from previous cycles.

Engage staff

Engage your frontline staff in the Always Event work in the pilot unit/service.

Involve staff from the start and listen to their views. Understand and address any challenges staff may experience when they implement the changes. Sharing patient/service user stories with staff can be powerful for showing the Always Event is based on what is important to them.

Co-design the changes

Co-design your Always Event with patients/care partners/service users. It is *'doing with* patients' and not 'doing *for* patients.'

Engage your patients/service users in the work; support them to suggest ideas for change. Without their participation, improvement efforts may not reflect what is most important to them.

> Always Events® are aspects of the patient experience that are so important to patients, care partners, and service users that health care providers must aim to perform them consistently for every individual, every time

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