

Rating Scale for Embedding and Sustaining an Improvement

(Ask the questions below of the staff members who will own the improved process and have them assign a score, preferably as a group)

Ratings:

- 0 = None or not applicable
- 1 = to a slight degree
- 3 = to a modest degree
- 9 = to a great degree

Does this change result in benefits that are important to you, such as saving time or improving effectiveness, or bring positive attention, such as support or encouragement from colleagues or managers?

Does this change introduce any negative effects, such as increasing stress, increasing conflict, or reducing job satisfaction?

Does this change REMOVE or DECREASE anything negative, such as reducing job stress, reducing or eliminating conflict, or reducing or eliminating any other negative aspect of your work or the work environment?

Does this change take away anything you find positive about your work, such as positive work relationships, patient interaction, or other aspects of work you value?

Positive Impact Rating	Negative Impact Rating	How certain are you this will occur?	Score
0, 1, 3 or 9	0, 1, 3 or 9	0, 1, 3 or 9	
0		0	0
	3	3	9
3		9	27
	1	3	3
Inherent Sustainability Rating			15

Interpretation: A high positive score indicates the change has inherent positive impact and is likely to be supported by those who must own the change, and thus likely to be sustained.

As scores approach 0, they have limited inherent benefit and require designed system modifications if they are going to be sustained (external support systems).

Negative scores are likely to be resisted and should be redesigned.