

## Are We There Yet? Checklist of Essential Elements for Accomplishing Implementation

If statement is true, place a check mark in the box.

- **Commitment**

Top Management agrees with the importance of monitoring and measuring outcomes, supports its implementation and is committed to ensuring the following are accomplished:

  - Plans for incorporating and implementing an Outcomes Management System involves key staff from the start.
  - Staff roles and responsibilities are modified to support the implementation.
  - Job tasks for each staff member as it relates to the “outcome management system” are revised and job descriptions modified, as needed.
  - A work plan for implementing the “outcome management system” is developed.
  - A pilot test to use the outcome management system with staff/programs that are likely to be champions or willing “early adopters” is done, before full implementation.
  - A plan for implementation and training based on feedback from pilot testing is developed.
  - A plan is made for ongoing training as needed (i.e., to ensure that the optimal use of the outcome management system is embedded in the organization at all levels).
  - A reward plan for showing staff that their efforts toward outcomes monitoring and evaluation is valued is developed.
  
- **Technology Infusion**
  - Outcome measurement and monitoring information is “computerized” and available in “real-time” (i.e., results are immediately available).
  
- **Meaningful, Ongoing Continuous Quality Improvement (CQI)**
  - CQI at the level of the individual client: Staff at all levels have immediate access to monitoring and outcome results for case management (as their role in the organization dictates)
  - CQI at the level of the program: Management and Leaders use information on monitoring and measuring outcomes to inform decision making about program development and refinement , training needs, needed changes in organizational focus
  
- **Organizational Culture**
  - The organization encourages learning and ongoing use of knowledge and empirical processes to improve quality of care. Staff feels that a problem-solving orientation is valued. There is a shared mission to maximize the growth of every consumer.