



A Continuous Quality Improvement Approach to Implementation & Sustainability

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Continuous Quality Improvement

Definition:

- a management philosophy focusing on ongoing improvement of processes and systems in organizations
- originated in manufacturing industries; more recently in human service industries, including healthcare
- core principle is serial experimentation (the scientific method) applied to everyday work
- aims to meet the needs of those we serve and improve the services we offer



Year 1



Analyze Task

Building the
Infrastructure

Refine Process

- Forming Team
- Identifying Worksites
- Developing Interns
- Managing Communication

Outcome - Improve

- 12 interns graduate
- 8 interns hired (67%)
- Decision to expand NIH-wide



Year 2

Analyze Task

Expanding the
Infrastructure

Refine Process

- Worksite Development
- Logistics
- Change in Job Skill Requirements
- Resource Allocation

Outcome -Improve

- 10 interns graduate
- 5 interns hired (50%)
- Focus on sustainability



Year 2



Analyze Task

Expanding the Infrastructure

Post-Hire Support Program

Refine Process

- Worksite Development
- Logistics
- Change in Job Skill Requirements
- Resource Allocation

- Weekly Job Club
- Monthly Supervisor Roundtable
- Individual Transitional Coaching

Outcome --Improve

- 10 interns graduate
- 5 interns hired (50%)
- Focus on sustainability

- 8 interns hired
- 7 hires retained after Year 1 (88%)
- Plan for expansion

Year 3

Analyze Task

Refine Process

Outcome - Improve *Projected*

Sustaining the Program

- Finding the Receptive Mentors (Meaningful Work)

- Additional Hires
- More NIH Champions

Expanding the Post-Hire Support Program

- Logistics
- Resources
- Challenges

- New post-hire support strategies to leverage economies of scale

Measuring Outcomes

- Achievement of employability skills
- % Hire Rate
- Successful sustainment of employment

- Qualitative and quantitative research results

Steps to Sustainability



Building the
Infrastructure

Year 1

Post-Hire Support
Program

Expanding the
Infrastructure

Year 2

Measuring
Outcomes

Expanding the
Post-Hire Support
Program

Sustaining the
Program

Year 3

It's All About Employment



