CONTINUOUS IMPROVEMENT TEMPLATE

Embedding wellness and reablement within your organisation is an ongoing process. To ensure your processes are effective, relevant and help people, you need to continuously review and update.

The continuous improvement template provides guidance on how to incrementally review, plan and deploy improvements within your organisation.

Continuous improvement is cyclical, and any changes made to processes should be continuously reviewed and evaluated to ensure they are fit-for-purpose and meet the needs of your employees (Figure 1).

Figure 1: Continuous improvement framework

STEP ONE – REVIEW		
Review processes, practices to identify areas of improvement and/or success stories	Review existing processes/practices to identify if they have **barriers and blockages**	
	Review processes/practices to identify that are **effective and efficient** and/or are **working well**	
	Review outcomes of processes/practices to identify good news stories	
	Review if previously implemented practices should be evaluated and improved	

STEP TWO – IDENTIFY		
Identify the processes and/or practices that require improvements/updating and what the updates are	Identify what needs updating	
	Identify the level of updating required (minor or major) *Note: minor tweaks could be made immediately – larger tweaks will follow the remaining process*	
	Identify owner, subject matter expert of the people who may be required to assist with changes	

STEP THREE – PLAN		
Plan the best way to have the process/practice updated	Meet with the appropriate people to discuss changes	
	Determine appropriate changes	
	Test and validate updates with management and/or experts	
	Schedule when updated policies/processes will be deployed	
STEP FOUR – DEPLOY		
Deploy the updated policies and practices and ensure changes are communicated to employees	Deploy the successful changes	
	Communicate the changes with employees and encourage use	
	Monitor the performance of updated processes/practices	