

Conditions for Hard Wiring Worksheet¹

In conducting an evidence scan on sustainability, we learned that there are certain conditions that can lead to sustainability/hard wiring. The more conditions that are in place related to a strategy or intervention, the higher the probability that the strategy can be sustained over time.

We shared eight conditions for hard wiring at the PHMI Statewide Learning Session. We have updated these to include two additional conditions and simplified the language (in italics). We have also formatted the content into a worksheet tool for coaches and PHMI leads/teams (below). Please take these worksheets/tables and make them work for you and your team! Note that we use ‘strategy’ in the conditions and descriptions. A PHM strategy can be an approach, intervention, protocol—or whatever it is that your CHC has implemented to advance PHM.

EXAMPLE (feel free to copy and paste the table below for the other strategies):

Strategy Under Consideration: Empanelment

Condition	Description	Does Condition Align with PHM Strategy? For this PHM strategy, document key considerations. Are there stakeholders we need to keep in mind/consider their input?
1. Credibility of the strategy or innovation <i>(Is the change believable?)</i>	People should clearly see how it helps patients and staff, there should be good evidence it works, and it should be commonly used in healthcare.	Empanelment: We do not have buy in from providers on empanelment approach but believe it is essential to work on the credibility and will build this into our sustainability plan. Stakeholder: CMO has not completely bought into empanelment. We will need him on board if we want to hardwire this strategy.
2. Durability of the strategy <i>(Will the strategy last over time?)</i>	It should work well in different situations/circumstances and not depend on one individual or grant funding.	

¹ Inspired by Institute for Healthcare Improvement’s Conditions for Hard Wiring Document

<p>3. Goal specificity (<i>is there an established clear goal associated with the strategy?</i>)</p>	<p>There should be a specific target, like a certain measurement, that the change is supposed to improve and that you can track over time.</p>	
<p>4. Fit with organization (<i>does it fit with our organization?</i>)</p>	<p>The strategy should match our organization's strategic priorities, goals and vision and our way of doing things.</p>	
<p>5. Simplicity and efficiency (<i>Is it simple? Is it efficient?</i>)</p>	<p>It should be easier or involve fewer steps than what we did before, require fewer people, and not rely too much on people changing their habits.</p>	
<p>6. Proximity and control over the change (<i>Do we have control over it?</i>)</p>	<p>Control of decisions regarding the strategy is held by those who execute the strategy. The team making the change monitors the data.</p>	
<p>7. Value proposition (<i>does it deliver value?</i>)</p>	<p>Does the strategy deliver value (value in patient experience, financial incentives/revenue, patient outcomes)? Consider if it supports patients' wellbeing, contributes to greater revenue/incentives for your CHC, and/or improves outcomes.</p>	
<p>8. Benefits staff and providers (<i>does it make staff and/or providers' jobs easier or more enjoyable?</i>)</p>	<p>Does it let them use their skills fully, build team spirit, or help us keep good employees?</p>	

<p>9. Ability to measure results (<i>is it measurable/trackable?</i>)</p>	<p>Can the strategy be measured and tracked? Can we estimate the costs/revenue or cost savings as a result of implementing the strategy?</p>	
<p>10. Alignment with the Managed Care Plans (<i>Is your plan aligned with your contracted MCP(s)?</i>)</p>	<p>Are there MCP specific measures you are tracking/aligned with? Are there incentive payments related to the measures(s)? Is the MCP providing incentives related to outreach to the assigned/not seen population? Is the plan considering using the MCP social care needs supports? Is there alignment or overlap with the MCPs ECM program (or other direct payment programs)?</p>	