Appendix 1

Enablers for continuous improvement



Characteristics of the improvement journey

The three phases **Defining characteristics** 1. Getting the basics right – driven by leadership Poor-to-fair 2. Building the ethos and culture – & engaging the workforce 1. Capacity for robust self-assessment, vigilance 2. Locus of leadership shifts and becomes more broad Fair-to-good From "mission-critical" aspects to whole-service view Improvement no longer a discrete project – it is the norm Good-to-great Disciplined innovation embedded within delivery Openness to others - challenge & system leadership role

Practice conditions for success

