CSAT Group Example

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Incorporating new and effective practices into standard care begins with implementation but requires intentional sustainment over time. Many factors can affect sustainability in clinical or healthcare settings, such as financial and political climates, organizational and regulatory characteristics, and elements of evaluation and training. The **Clinical Sustainability Assessment Tool (CSAT)** allows healthcare organizations and clinical programs, as well as their stakeholders, to rate practices on the extent to which they are supported by processes and structures that will increase the likelihood of sustainability. Assessment results can be used to identify next steps in building the practice's capacity for sustainability in order to position efforts for long term success.

Interpreting the Results

The table presents the average rating for each sustainability domain based on the responses provided by 3 participants. The remainder of the document presents the ratings for indicators within each domain. There is no minimum rating that guarantees sustainability of a clinical practice. However, lower rating do indicate opportunities for improvement that you may want to focus on when developing a plan for sustainability.

Here is your sustainability score: 5.0

Domain	Domain Score
Engaged Staff & Leadership	4.3
Engaged Stakeholders	6.4
Monitoring & Evaluation	6.2
Implementation & Training	4.2
Outcomes & Effectiveness	4.3
Workflow Integration	4.4
Organizational Readiness	5.0

1 = program has this to no extent
7 = program has to the full extent
NA = not able to answer

Next Steps

- These results can be used to guide sustainability planning for your clinical practice.
- Areas with lower ratings indicate that there is room for improvement.
- Address domains that are modifiable and have data available to support the needed changes.
- Develop long-term strategies to tackle the domains that may be more difficult to modify.
- Make plans to assess your practice's sustainability on an ongoing basis to monitor changes as you strive for an ongoing impact.

Average Sustainability Capacity By Domain
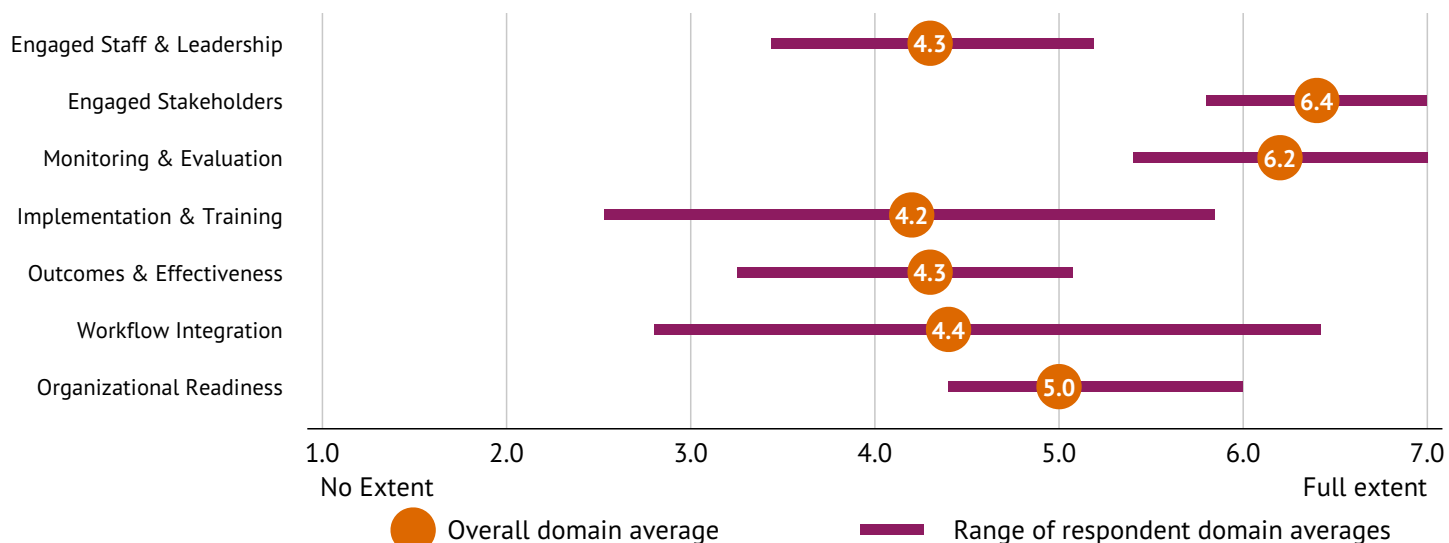

Legend: Overall domain average — Range of respondent domain averages

Results based on responses to the Clinical Sustainability Assessment Tool, ©2019, Washington University in St Louis. For more information about the Clinical Sustainability Assessment Tool and sustainability planning, visit https://sustaintool.org/

Engaged Staff & Leadership

	Rating
1. The practice engages leadership and staff throughout the process.	4.3
2. Clinical champions of the practice are recognized and respected.	4.3
3. The practice has engaged, ongoing champions.	4.7
4. The practice has a leadership team made of multiprofessional partnerships.	4.3
5. The practice has team-based collaboration and infrastructure.	4.0

Monitoring & Evaluation

	Rating
1. The practice has measurable process components, outcomes, and metrics.	6.0
2. Evaluation and monitoring of the practice are reviewed on a consistent basis.	6.0
3. The practice has clear documentation to guide process and outcome evaluation.	6.0
4. Practice monitoring, evaluation, and outcomes data are routinely reported to the clinical care team.	6.5
5. The practice process components, outcomes, and metrics are easily assessed and audited.	6.5

Outcomes & Effectiveness

	Rating
1. The practice has evidence of beneficial outcomes.	4.0
2. The practice is associated with improvement in patient outcomes that are clinically meaningful.	4.0
3. The practice is clearly linked to positive health or clinical outcomes.	4.0
4. The practice is cost-effective.	4.0
5. The practice has clear advantages over alternatives.	5.3

Organizational Readiness

	Rating
1. Organizational systems are in place to support the various practice needs.	5.7
2. The practice fits in well with the culture of the team.	5.3
3. The practice has feasible and sufficient resources (e.g., time, space, funding) to achieve its goals.	5.0
4. The practice has adequate staff to achieve its goals.	4.7
5. The practice is well integrated into the operations of the organization.	4.3

Engaged Stakeholders

	Rating
1. The practice engages the patient and family members as stakeholders.	7.0
2. There is respect for all stakeholders involved in the practice.	7.0
3. The practice is valued by a diverse set of stakeholders.	6.7
4. The practice engages other medical teams and community partnerships as appropriate.	5.7
5. The practice team has the ability to respond to stakeholder feedback about the practice.	5.7

Implementation & Training

	Rating
1. The practice clearly outlines roles and responsibilities for all staff.	4.0
2. The reason for the practice is clearly communicated to and understood by all staff.	4.0
3. Staff receive ongoing coaching, feedback, and training.	4.3
4. Practice implementation is guided by feedback from stakeholders.	4.3
5. The practice has ongoing education across professions.	4.3

Workflow Integration

	Rating
1. The practice is built into the clinical workflow.	4.3
2. The practice is easy for clinicians to use.	4.3
3. The practice integrates well with established clinical practices.	4.3
4. The practice aligns well with other clinical systems (e.g., EMR).	4.7
5. The practice is designed to be used consistently.	4.3