

COMPANION PIECE – CHANGE OF CONDITION IMPLEMENTATION CHECKLIST FOR A SUCCESSFUL ROLL-OUT:



This document is a companion piece to *How Meals on Wheels America Systematized its Holistic Service Model to Address Clients' Changes of Condition*, produced by Meals on Wheels America and prepared by Inceodia, in collaboration with West Health Institute and Accessible Solutions, Inc.

ROLLOUT STAGE	KEY ACTION STEPS
1 Organization Preparation	Assess the technical, operational and cultural readiness of the Meals on Wheels program to implement the Change of Condition monitoring protocol.
2 Setup and Planning	Engage team to address technology, organizational roles or skill gaps and communicate the vision to volunteers and staff.
3 Initial Testing	Test the Change of Condition monitoring protocol and make refinements, documenting and communicating the implementation plan.
4 Initial Rollout to First Routes	Deploy training and technology to the first routes, performing a retrospective to adjust the implementation plan.
5 Scale to Routes Selected for Full Implementation	Deploy training and technology to all routes, regularly analyzing data collected and feedback for continuous improvement of the Change of Condition monitoring protocol.
6 Expansion	Using data as evidence, broaden More Than a Meal services and partners to keep seniors healthy and safe in their homes.



STEP 1:

ORGANIZATION PREPARATION

- Before a senior nutrition program can move forward with implementing the technology-enabled Change of Condition monitoring protocol and make it a part of your day-to-day work, you must take the time to assess your technical, operational and cultural readiness.
- What is your organization's current approach to adopting new technology? If you've had success in this area in the past, consider how you can leverage those successes to facilitate the adoption of the technology needed for Change of Condition monitoring. If you've faced challenges in the past, now is the time to seek ways to overcome those hurdles.
- Does your organization's existing workflow leave room for changes? Adopting Change of Condition will cause a shift in how your organization operates, so understanding how flexible you can be is important.
- How engaged are your volunteers and staff? So much of reporting effectively on Change of Condition will rely on their engagement and commitment to consistency, so you'll need to have a full understanding of how likely your team is to adopt this process in the long term.
- Having a solid understanding of these components of your organization will help you to assess if you can or should move forward with implementing the Change of Condition monitoring protocol.



STEP 2:

SET UP AND PLANNING

- Once you've taken the time to assess your organization's technical, operational and cultural readiness and have established that the Change of Condition monitoring protocol is right for you, it's time to start planning how to bring this to fruition.
- At this point, you should engage your project team to help address any gaps in technology, organizational roles or skills that you may have uncovered in your preparation. This will include making sure you have the staff and equipment needed to move forward, and that all the key players are trained and ready to go.
- Working with [Accessible Solutions](#) to leverage ServTracker's Mobile Meals tool will be supportive to your organization's technological needs for implementing Change of Condition.
- You'll also want to communicate the vision and motivation behind adopting Change of Condition to the rest of your staff and volunteers to help secure widespread buy-in for this significant shift in how your organization will be operating moving forward.
- With your process plans in place and all critical stakeholders informed, you are now ready to move into the testing phase of the Change of Condition monitoring protocol before a full roll-out.

STEP 3:

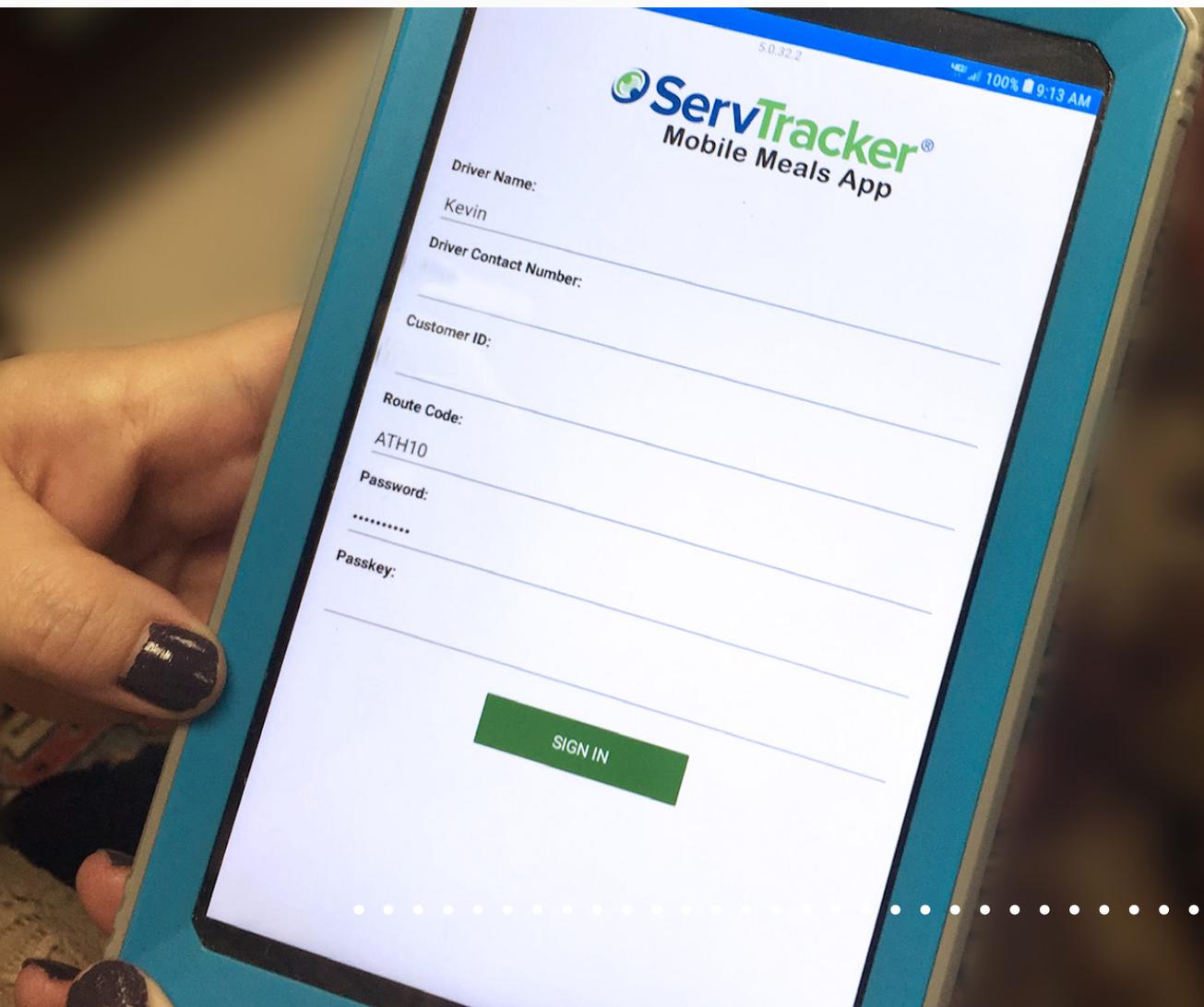
INITIAL TESTING

- With your process plans in place and all critical stakeholders informed, you can now test the Change of Condition monitoring protocol on a small scale.
- By conducting a pilot test, you'll allow yourself the space needed to adjust and make necessary refinements based on observation and inputs gathered from your staff and volunteers who are following the Change of Condition monitoring protocol firsthand while on their pilot delivery routes.
- Throughout the pilot, be sure to document the process, so you can better understand how components may need to be tailored or refined moving forward before bringing your entire organization on board.



STEP 4: INITIAL ROLL OUT TO FIRST ROUTES

- Equipped with learnings and insights gathered from your pilot test of the Change of Condition monitoring protocol, your next step will be to launch your initial roll-out to a few select routes outside of the pilot test environment.
- In this small group, you will deploy the training and technology that you refined through the pilot phase. As your participating staff and volunteers complete their routes, you will continue to gather feedback from them just as you'd done in the pilot phase, enabling you to address any new or additional issues or opportunities that may arise.
- By rolling out the Change of Condition monitoring protocol in phases, you set your organization up to be better prepared, more able to integrate the necessary technology and more equipped to train your staff and volunteers effectively.
- Done in phases to help prepare the organization the phased roll out allows for time to integrate the technology, train the volunteers and drivers, measure results, and adapt to any lessons learned on a small scale prior to full implementation.



STEP 5:

SCALE TO ROUTES SELECTED FOR FULL IMPLEMENTATION

- Now that you've successfully launched the Change of Condition monitoring protocol to a select few delivery routes, it's time to expand and deploy your training and technology to all of your organization's delivery routes.
- Throughout this process, as in your initial roll-out, you'll need to regularly analyze data and feedback coming in from your staff and volunteers on the ground for continuous improvement of the Change of Condition monitoring protocol within your organization's operations.
- By strategically and continually collecting and analyzing feedback, you will facilitate continued staff support and organizational commitment to the Change of Condition monitoring protocol over time.

STEP 6:

EXPANSION

- Once your organization begins to follow the Change of Condition monitoring protocol with ease, you can begin to use the standardized data you've been collecting to scale further and build additional program efficiencies and effectiveness.
- You can use that information to seek partnership opportunities beyond your regular operations within your community. For example, the data you collect through Change of Condition can be used to inform a number of partnerships between community-based organizations and healthcare entities, referral services, funders and more.

