Certainly, you will celebrate once you have completed your pilot and are ready to implement system-wide. You will likely also want to acknowledge the full implementation by starting with a kick-off event. Throughout the improvement process, however, it is possible the team will begin to lose interest or will likely have competing priorities. Holding milestone celebrations gives you the chance to reward and rejuvenate the team(s) and help keep the momentum going. They give the team a chance to stop and look back at their accomplishments and see how far they have come. They also give the Sponsors and clinic leadership an opportunity to share in the successes and progress towards making lasting improvements.

“The milestone celebration is a concept often used in QI to help pilot sites stay on track with the process and to celebrate accomplishments made to date.”

Schedule milestones at strategic times throughout the process such as after you have completed your initial data collection and have determined your plan for the improvements you will test. Not everyone will be involved in the pilot but by keeping them informed and including them in the process you will go a long way in engaging their support when it is time for full implementation. It will also help those involved in the pilot to stay motivated and keep the energy moving forward.

Objectives

- Report on your team’s improvement activities at key points throughout the process
- Celebrate the team’s accomplishments to date
- Recognize the progress that has been made

Suggested Tasks

- Stage a festive celebration of the milestone that has been accomplished
- Facilitate formal team presentations of activities and progress to date
- Invite an informational and/or motivational speaker if energy is starting to wane

Preparations

- Invite the entire team from each pilot site
- For the benefit of any guests, prepare a brief summary of the initiative, the purpose of the celebration and the group’s mission
- Recruit and schedule guest speakers as desired and prepare a presentation outline for each
- Prepare awards or certificates of achievement if desired