
MONITORING AND EVALUATION

Evaluation and iteration will promote improvement.

Monitoring and iterative program improvement are arguably the most important implementation steps, yet are frequently overlooked. The areas that you decide to measure and monitor should be directly related to the goals that you originally set. Now you or someone in your practice will need to compile data on these measures, review the results, and decide whether or not action is needed to achieve (or better achieve) your original goals.

PARTICIPANTS

Implementation lead

WHAT YOU'LL NEED

Measurement plan

BARRIERS

Time, competing priorities

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[NCCRT Evaluation Toolkit](#)

STEPS

- 1** Review and update the measurement plan you first identified when goal-setting. As needed, further define the metrics and outcomes you will assess to monitor progress towards your goals.
- 2** A simple tracking system will help you follow up as needed. Track actions taken over time, such as referrals to genetic and cancer specialists and screening and surveillance procedures for those individuals at increased risk. Maximize the capacity of your EHR to assist with tracking.
- 3** Keep up with clinical knowledge. Some guidelines are updated multiple times a year. Ensure that updates are made to the clinic process when risk assessment or management guidelines are changed, and that staff are kept abreast of relevant changes in clinical knowledge.
- 4** Evaluate patient and provider satisfaction and suggestions for change. Consider modifying your workflow or providing focused training on areas identified for improvement.