Supporting initial implementation – Go Live Checklist

Things to consider before the first week and to monitor as implementation continues:

The week before Go Live:

1. Have all practitioners received the full dose of training?
   a. Yes – Proceed.
   b. No – Will they be able to start seeing clients immediately or have to wait to complete training? This will depend upon criteria established by the program developer or the implementing organization. Determine how they will be able to receive the additional training.

2. Have equipment, space, materials been secured?
   a. Yes – Proceed.
   b. No – Determine what is needed, who is responsible for making it happen and resolve prior to seeing first client(s).

3. Have coaching and technical assistance been arranged?
   a. Yes – Proceed.
   b. No – Determine what is needed (e.g., consultation calls, IT support, etc.) and arrange for it as soon as possible.

4. Are monitoring and fidelity systems in place? Refer to the Monitoring and Feedback Systems resource (Appendix G1) for more information.
   a. Yes – Proceed.
   b. No – Determine who is responsible for this component of implementation and ensure that systems are in place prior to seeing the first client(s).

The Day Before Go Live:

1. Send a positive, inspirational email or other communication to all service providers about tomorrow’s start. Include:
   a. Last minute tips and reminders
   b. Contact information in case of any problems

2. Send reminder email or other communication to all referral staff with any final instructions
The Day of Go Live:

1. Are there sufficient referrals so that practitioners are able to begin serving clients immediately?
   a. Yes – Proceed.
   b. No – Problem solve and find a resolution as quickly as possible. Review current referral pathway to look for breakdowns and make adjustments as necessary.

2. Follow-up with all service providers in group email or other communication asking for them to respond with any problems, suggestions, or feedback.

One week after Go Live:

1. Follow-up with all service providers
   a. Do they all have clients?
   b. Any issues with service delivery, documentation, or billing?

2. Ensure fidelity and outcomes monitoring are occurring.
   a. Have forms been submitted?
   b. Are fidelity tools and/or observations being completed?

Monthly after Go Live:

1. See the Monitoring and Feedback Systems resource (Appendix G1) for ongoing monitoring and feedback information.