



Institute for
Transformative
Healthcare



Tools to Drive Change In The Real World



How to Drive Change In The Real World

4 P's of Communication

Communication is vital to engaging your team especially during times of change and uncertainty. The best thing that you can do is to be able to provide them the information they need with a clear and compelling message. The template below is an excellent tool to ensure that you are effectively articulating the purpose, picture, plan and part to your group.

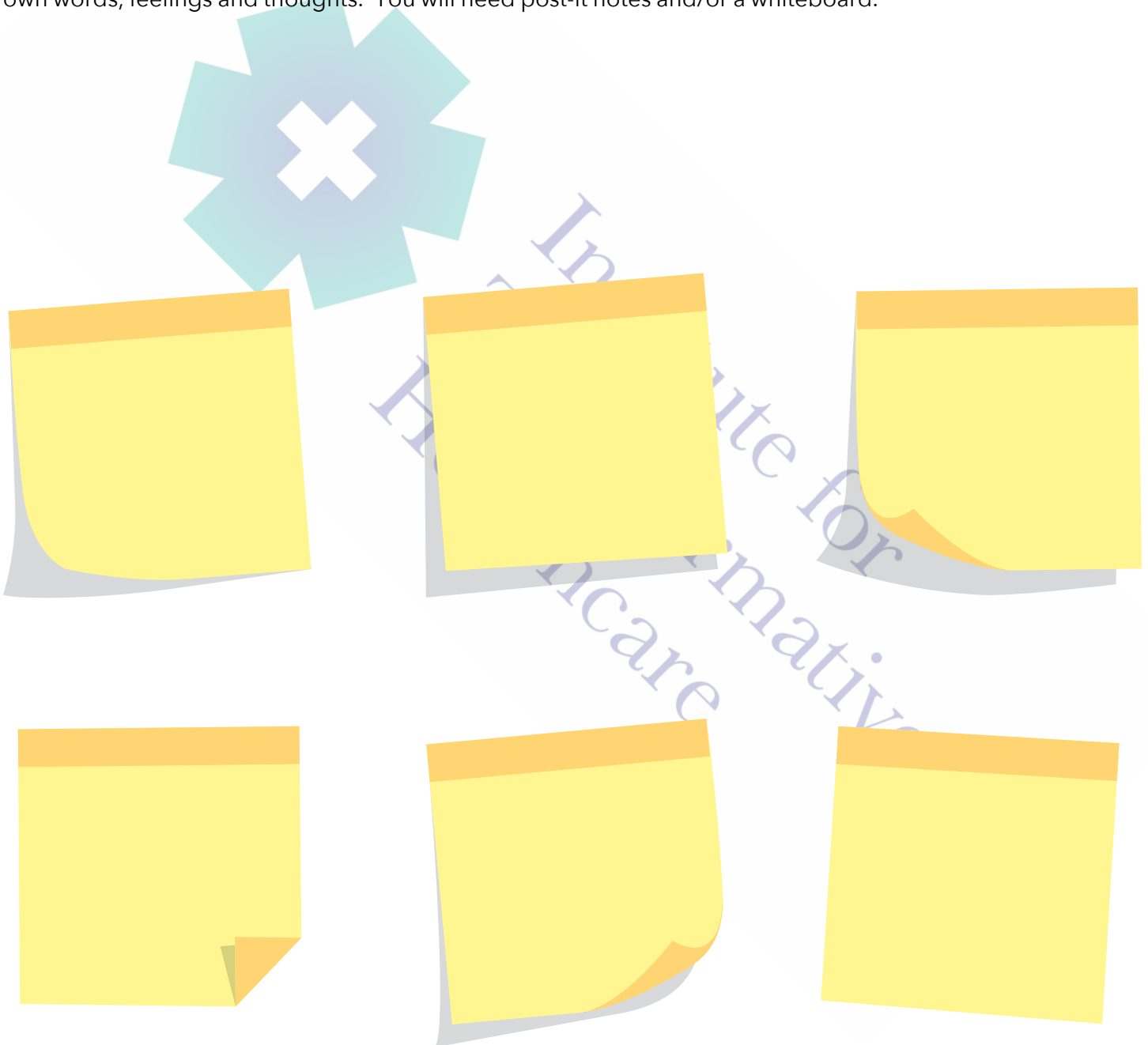
Purpose:	
Picture:	
Plan:	
Part:	



How to Drive Change Utilizing Process Improvement Tools

Ideal State Visioning

This tool is used to help team members understand what their new environment is going to look like. As a facilitator, you can use the Ideal State Visioning tool, to help your team create a shared vision using their own words, feelings and thoughts. You will need post-it notes and/or a whiteboard.





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Behavior Tool: Vision into Action

This Vision into Action tool helps groups spell out their vision in behavioral terms. Often this tool can be a nonthreatening way for groups to identify their own need for behavior change.

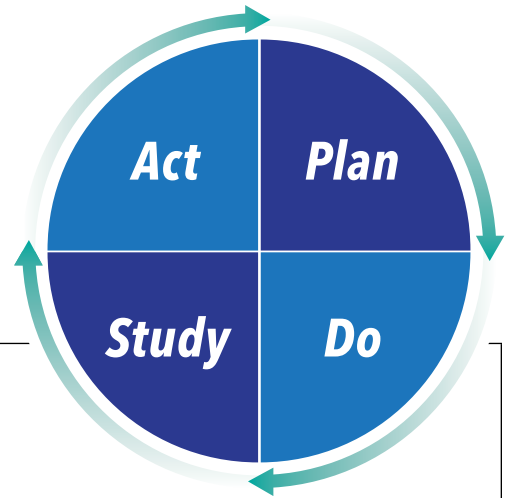
What do we need more of?	What do we need less of?



How to Drive Change Utilizing Process Improvement Tools

Plan, Do, Study, Act (PDSA)

Plan, Do, Study, Act (PDSA) is a tool that anyone can use to achieve quick results with small tests of change. It allows for ideas from every team member and a formalized way for each individual to engage in the change process. It provides leaders and decision makers with meaningful data from those implementing the change.



<p>Plan</p> <ul style="list-style-type: none"> • Identify what is not working well • Agree on what should be changed to improve the process • Determine what is being measured for success, ie. decrease wait time, removal of an unnecessary step, increased employee/patient satisfaction 	
<p>Do</p> <ul style="list-style-type: none"> • Decide the date of implementation of new process, collect data, begin analysis 	
<p>Study</p> <ul style="list-style-type: none"> • Identify what is working well: • Identify what is not working well: 	
<p>Act</p> <ul style="list-style-type: none"> • Do we want to: <i>Adopt this change</i> <i>Adapt this change or</i> <i>Abandon this change</i> 	<p>Plan for the next cycle:</p>



How to Drive Change in the Real World

Brainstorming Tool: Vision into Action

This tool looks at what will help or hinder the success of your team. When you understand these forces, you can build action plans to close the gap between where you are and where you want to be. Watch the last module of Driving Change in the Real World to learn how to effectively use this tool.

What is the vision, project, initiative, etc.?

What we are doing to help the vision	What we are doing to hinder the vision
→	←
→	←
→	←
→	←
→	←