

New Ways of Working in Hospitals

SITE MAP

NEW WAYS OF WORKING IN HOSPITALS	
Introduction	
How to Use this Guide	ADDITIONAL RESOURCES
STEP 1 Identify the Key Challenge, Frame the Project, and Select the Team	<ul style="list-style-type: none"> • Project Team Profiles
STEP 2 Set the Objective	<ul style="list-style-type: none"> • Thought Trigger Card • Tips for Setting Aims
STEP 3 Diagnose the Current Problem	<ul style="list-style-type: none"> • Problem Mapping Tool: The "Why" and "Who" Analysis • Problem Mapping Example: Waiting Time at the Purple Tomato Restaurant
STEP 4 Generate Possible Solutions	<ul style="list-style-type: none"> • Time Spent Journal and Example • Role Redesign – Four Ways to Reconsider Who Does What/Examples • Communications Worksheet
STEP 5 Incrementally Test Solutions, Focusing on Work/ Role Changes	<ul style="list-style-type: none"> • Testing Changes • PDSA Worksheet for Testing Changes • The Clinician's Black Bag of Quality Improvement Tools • Tips for Effective Measures
STEP 6 Describe Revisions to the Role(s) and Uses of Time	<ul style="list-style-type: none"> • Job Description Checklist • The Job Description: A Blueprint for Success • Finding the Right Person Worksheet
STEP 7 Determine Related System Changes	<ul style="list-style-type: none"> • Checking the Systems Issues – Key Questions • Challenges to the New Role(s)
STEP 8 Develop a Business Case	<ul style="list-style-type: none"> • Making a Business Case – Key Elements
STEP 9 Make it Happen	<ul style="list-style-type: none"> • Overcoming Resistance to Change Worksheet • Barriers to Change – Success Factors for Change • Transforming Organizations: Why Firms Fail • Factors Influencing Change Worksheet
STEP 10 Review and Sustain	<ul style="list-style-type: none"> • Recipe for Success: Factors for Sustainability • Building the Capacity for Change: A Pathway to Success