

BUILDING THE CAPACITY FOR CHANGE: A Pathway to Success

Planning, implementing and sustaining a change process is a skillful endeavor. Making sure that you have engaged in all the activities listed on the right will help ensure that you have built the capacity for successful, sustainable change-making.

In order to build the capacity for the role change(s) you are proposing, you must:

- Understand and value all aspects of improvement activity: people, systems, information, technology.
- Ensure everyone is clear about why this improvement is needed.
- Systematically test improvement ideas and learn from these tests – PDSA cycles.
- Focus on the customer perspective (e.g., patients, families, physicians, etc.).
- Understand the impact of culture on how people work, and build a culture of improvement.
- Celebrate success.
- Learn from less useful ideas.
- Communicate, communicate, communicate.
- Measure, monitor, review, and steer.
- Plan early on for sustainability and spread.