

Step 7

DETERMINE RELATED SYSTEM CHANGES

CHECKING THE SYSTEMS ISSUES – Key Questions

SYSTEMS ISSUES

- Where is the jobholder physically located?

- What does the jobholder need to do the job, in relation to:

- » Equipment _____

- » Resources _____

- » Furniture _____

- » Supplies _____

- » Technology _____

- » Education and Training _____

- Are there processes or protocols that need to be modified to accommodate the new role (particularly those related to patient safety)? What are the other departments/staff that are affected by these modified processes/protocols?

PATIENTS

- How will the new role improve the service for patients?

- How will you ensure that patients are supportive of the new role?

- How will patients be educated about the new role?

- Once the new role is in practice, how can views about the role from a patient perspective be sought?

Adapted from a tool developed as part of the English National Health Service's Changing Workforce Programme