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## Checklist for Implementing Change

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1. Clearly define the change

- The change is a clear advantage over the “old way”
- The change is compatible with the existing mission and values of the organization
- The change is easily understood (it is not overly complex)
- The change is “trialable”; employees can try it out on a limited basis and “learn by doing”
- The change is “observable”; employees see others engaged in the change and the feedback they receive is positive

2. Management is supportive of the change

- Senior leaders are engaged and educated
- The board is engaged and educated
- The Medical Staff is engaged and educated

3. There is an implementation “champion” who has the power and charisma to overcome indifference or resistance to the change

4. Employees recognize that the change is a major priority, which will be supported and rewarded by the organization

5. Resources are available to implement the change (financial, human, equipment)

6. Policies and procedures are changed to support and sustain the change

7. Job descriptions are changed to support and sustain the change

8. The effectiveness of the change is evaluated

- Plans are made to collect the necessary data
- Evaluation results are communicated to all members of the organization

9. Results of the evaluation are integrated into plans to continually improve the new processes