Checklist for Implementing Change

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 (time, money, people, and equipment) are available to implement the change including training and practice.

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

____   7. Job descriptions and performance appraisals 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

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