Executing Change in Healthcare (7 hours)
Setting the Stage for Large Scale Changes in Operations and Culture

Hospitals and other healthcare facilities are among the most challenging environments to implement change, even when the solution has broad support. We deal in lives so the risk factors are much greater. Touch points between clinical and non-clinical operations are natural tension points. Our staffs are dealing with myriad mandatory (regulatory) changes already.

These factors make effective project management and change communication extremely important to achieving the intended outcomes for any technology or performance improvement investment.

This seminar will arm you and your team with practical tools and concepts to manage the technical and human elements of implementing a performance improvement solution, thereby improving the effectiveness and sustainability of change.

Learning Objectives
- Understand factors that influence change in healthcare
- Develop a framework to organize change
- Create an implementation strategy and plan to effectively manage change
- Put practices in place to integrate and sustain change
- Foster collaboration between clinical and non-clinical stakeholders to ensure change improves patient-centered care

Course Outline
1. Create Vision for Change
   a. Create consensus on the destination
   b. Confirm strategic alignment
   c. Define and engage stakeholders
2. Organize for Change
   a. Roles and responsibilities
   b. Developing your strategy
   c. Communication: Gaining broad buy-in
3. Deploy Change
   a. Develop implementation plan
   b. Overcoming resistance to change
   c. Demonstrating commitment
4. Evolve Toward the Desired State
   a. Implementation strategies to optimize results
   b. Measuring progress
   c. Course corrections and results

Who Should Attend

- Director or Manager of Operations
- Administrator
- Manager of any specialty care department
- Director or Manager of Information Technology
- Director of Training or Organizational Development
- Director or Manager of Quality
- Project Manager or Business Analyst
- Leader or member of a process or technology improvement team

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