

MODULE 1; GETTING STARTED

Eliminating/reducing needle pain in children

January 2020



IMPLEMENTING CHANGE

Change is hard

Be prepared

- Review and understand current evidence for reducing pain with needles
- Review and understand change management strategies
- Explore and employ existing resources within your organization for quality improvement and implementation science



Understand the evidence

Review and understand current evidence

- Module 2 includes key articles
- Be able to justify each of the 4 strategies
- Be able to summarize and adjust messaging for different audiences:
 - Clinicians
 - Business partners (marketing, finance, etc.)
 - Patients and families



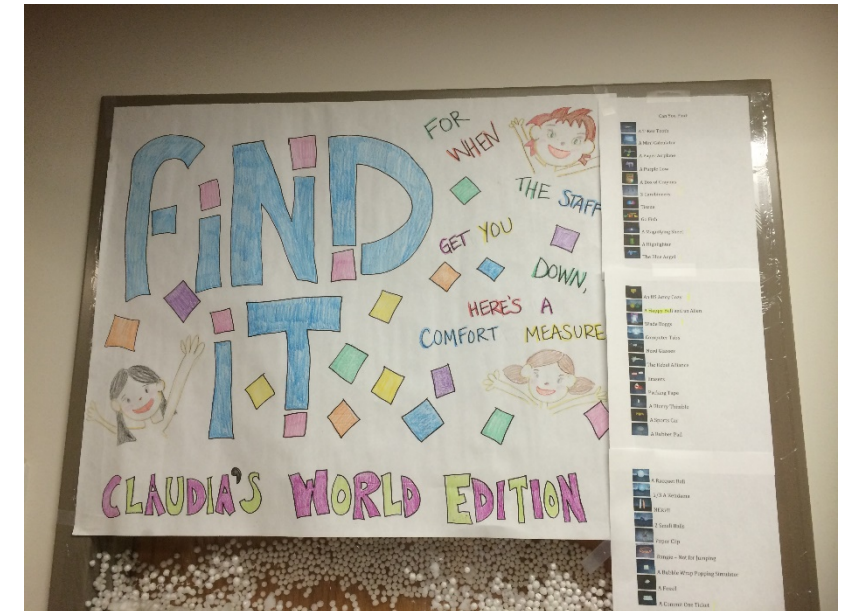
Understand change management

Select, review, and understand change management strategies

- Examples :
 - Jon Kotter's 8 steps
 - Influencer model from Vital Smarts
 - Change readiness tools
 - Something else.....
- Select and employ **strategies that will resonate with your organization's culture**

Know your resources

- Explore existing resources, departments and staff within your organization
- Set up meetings and secure engagement with:
 - Quality improvement group
 - Safety (patient and employee)
 - Patient experience/satisfaction
 - Strategic development
 - Nursing education
 - Pharmacy
 - Child Life



STRATEGIC ALIGNMENT

Strategic Alignment

- Investigate your organizational structure
- Create and align project goals with:
 - Strategic plan
 - Safety goals
 - Key outcomes for Quality/Performance Improvement
 - Patient experience
 - Mission, vision, and values



Strategic plan

- Understand motivators
- Make a case for your initiative in all areas
- Align with values and vision
- Develop an elevator speech (1-2 minutes)
- Share your passion
- Create a sense of urgency
- Keep it patient focused

THE CHILDREN'S WAY



OUR MOTIVATION

Mission statement clarifies the purpose and path we walk to achieve our vision.

We champion the health needs of children and families. We are committed to improving children's health by providing the highest-quality, family-centered care, advanced through research and education.

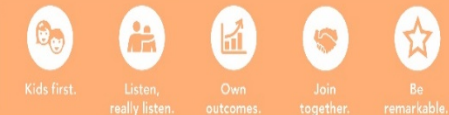
OUR ASPIRATION

Vision statement identifies what our company would like to achieve or become as we move forward.

Every family's essential partner in raising healthier children

OUR OBLIGATION

Values reflect the behaviors that are truly important to us as an organization in order for us to live out our brand promise and achieve our vision.



OUR DIRECTION

Strategic pillars define the overarching objectives, tactics and techniques we will employ to achieve our vision.



OUR DISTINCTION

Brand positioning defines the unique experience we promise to deliver to our customers so we fulfill our mission.

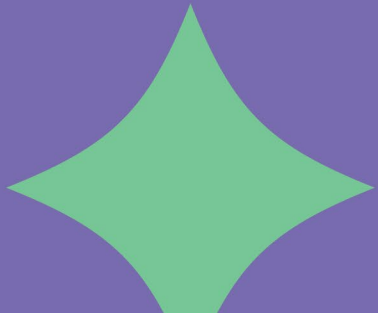
Reimagining health care for the most amazing people on earth

Leadership support

- Investigate organizational reporting structure (who's in charge of what)
- Create opportunities- BE BOLD
- Set up informational meetings
- Aim high, look for who controls decision-making (and resources) for affected departments



CREATE A SHARED VISION



Form a Team

- Multidisciplinary
 - Nursing
 - Child life
 - Medical provider
 - Patients/Families
 - Pharmacy
 - Information Technology (IT)
 - Lab staff (phlebotomists)
 - Leadership

****Ensure front-line staff is included****

Have executive leadership sponsor/support



Create a charter

Serves as a road map

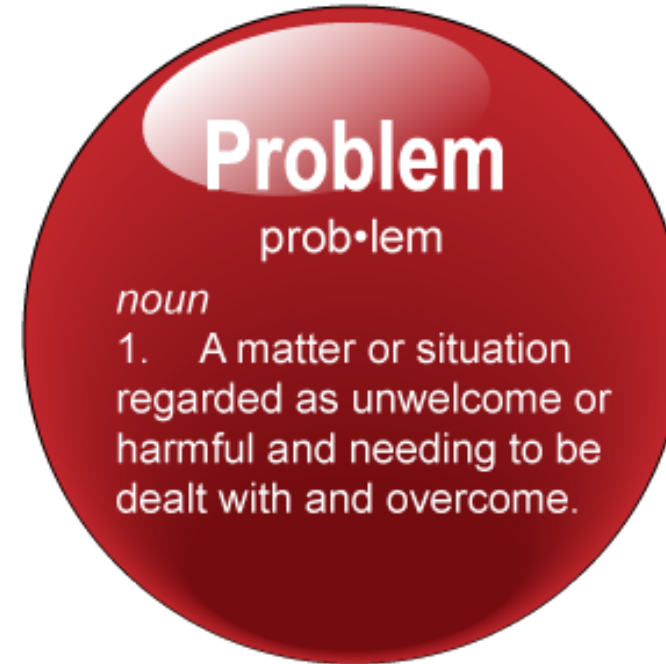
- Objectives / Problem statement
- Scope
- Metrics
- Baseline measures
- Team members
- Leadership sponsors

Assessment Date: Meeting Date/Times:		Sponsor: name Process Owner: name Coach: name	
Problem Statement:			
Scope: <u>Starting Point:</u> <u>Ending Point:</u> <u>Sub processes included:</u> <u>Out of Scope:</u>		Targets:	
Baseline Data:		Team (Name & Job Role):	MGT (Name & Job Role):
Resource Reps:		Stakeholders:	

Charter

Problem statement

- Identifies the issue
- Answers why it is an issue
- Indicates size of the issue (gap)
- Who does it affect ?



Charter

Scope

- Defines the boundaries
- Calls out things that might be in question
- Specifically calls out what will not be addressed



Baseline data

- Establishes current state
- Quantifies issues that may be important to the team
- Used to measure improvement
- Provides reality check and motivation

(hint: we are usually not doing as well as we think)

Charter

Target measures

- Aim high....but be realistic
- Use SMART goals
 - Specific
 - Measurable
 - Achievable
 - Relevant
 - Time based
- All target goals must have baseline data



Charter

2 types of Measures; be sure to include both:

- Process
 - Helps chart day to day progress
 - Necessary to refine process
 - Provides feedback to staff
- Outcome
 - Signals an impact on patient care
 - Ultimate goal



Create a timeline

- Track progress
- Give focus, clear goals
- Hold people accountable to deadlines
- Create a sense of urgency
- Provide incremental accomplishments and successes to celebrate

Summary

- Change is hard
- Be prepared
- Collaborate
- Secure support from leadership and front line staff
- Create a shared vision
- Map your course
- Get started!



Homework

- Assemble and know the evidence (*hint: Module 2 will help*)
- Find your resources:
 - Locate strategic plan
 - Locate organizational chart
 - Identify mission, vision, values of the organization
 - Identify quality improvement staff
- Align your goals with organization's vision
- Engage leadership and front line staff
- Create a team
- Create a charter



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