

# Navigating change in a General Practice setting

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Our experience of  
change ?....

so I pulled up my big girl britches



and carried on



## What is change?

Change is defined as to 'make or become different'

- e.g a proposal to change a system or process

Thus can be described as an act or process through which something becomes different.

What is  
change  
management?



Change management is the process used when you introduce a change to the organization



Generally involves impacting one or more of the following:

Processes  
Systems  
Organization structure  
Job roles

# What's the difference between change management and project management?(Prosci)



Change management is the process, tools and techniques to manage the people side of change to achieve the required business outcome.



Change management incorporates the organizational tools that can be utilized to help individuals make successful personal transitions resulting in the adoption and realization of change.



Project management is the application of knowledge, skills, tools and techniques to project activities to meet project requirements.



Project management is accomplished through the application and integration of the project management processes of initiating, planning, executing, monitoring and controlling, and closing.

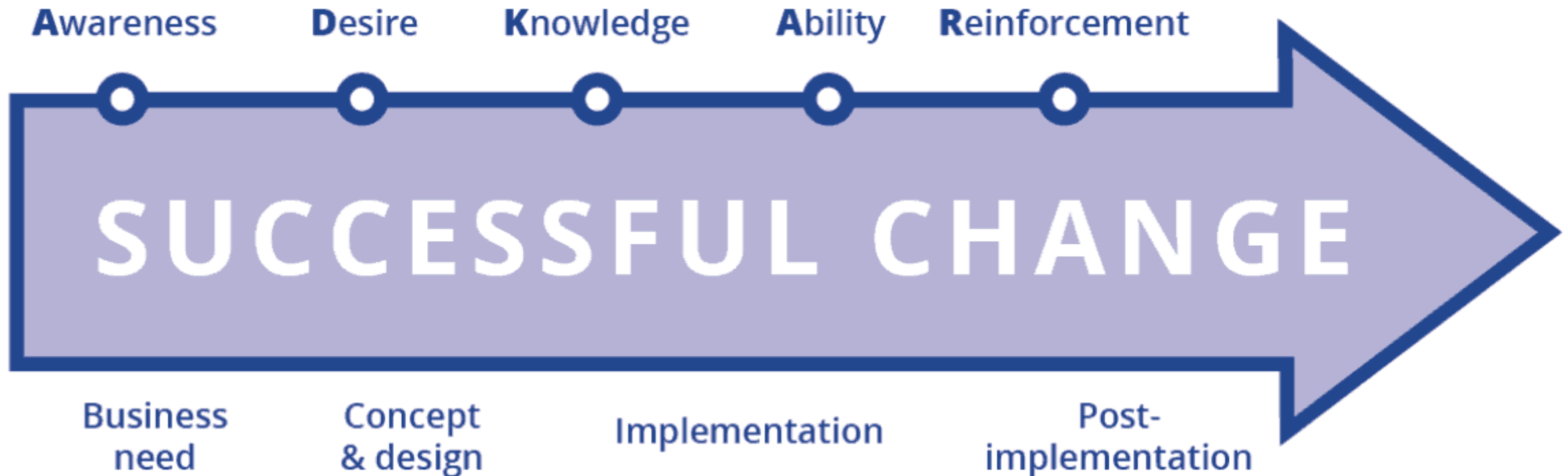
# So where do we start?

Kotter (1996) proposes an eight-stage process for creating change:

- Establish a sense of urgency
- Create the guiding coalition
- Develop a vision and strategy
- Communicate the change vision
- Empower broad based action
- Generate short term wins
- Consolidate gains and produce more change
- Anchor new approaches in the culture

# Adkar model of change (Hiatt: Prosci)

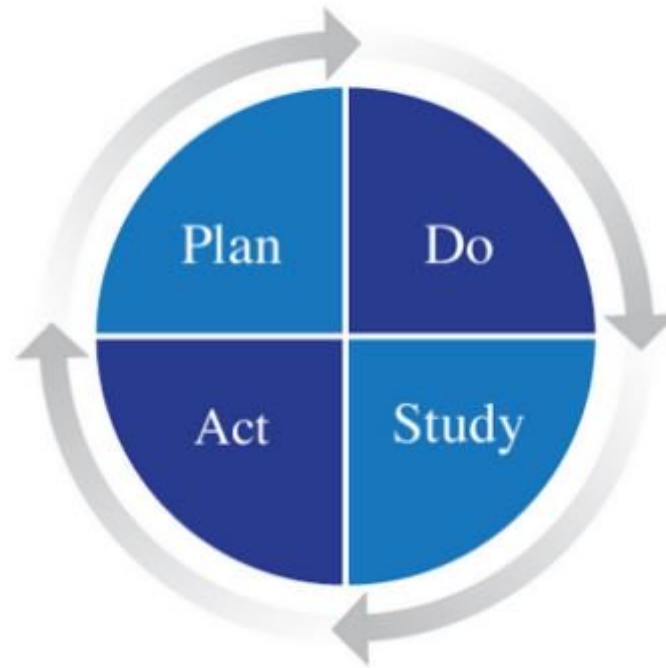
THE PEOPLE SIDE OF CHANGE



PHASES OF A CHANGE PROJECT

# W. Edwards Deming PDSA cycle

## PDSA Cycle





# Questions



Have you been involved in a change process?



How did it make you feel?



Was it successful or not?

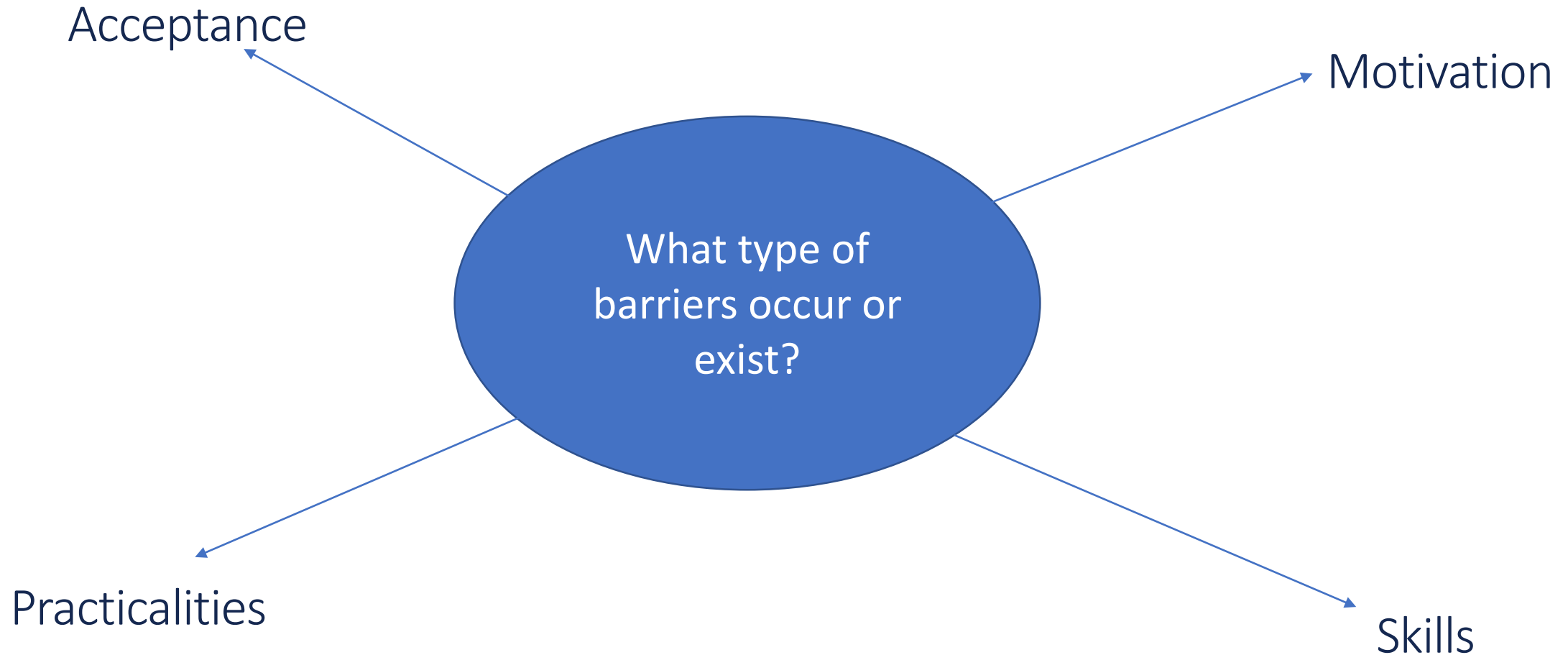


Please discuss in your groups

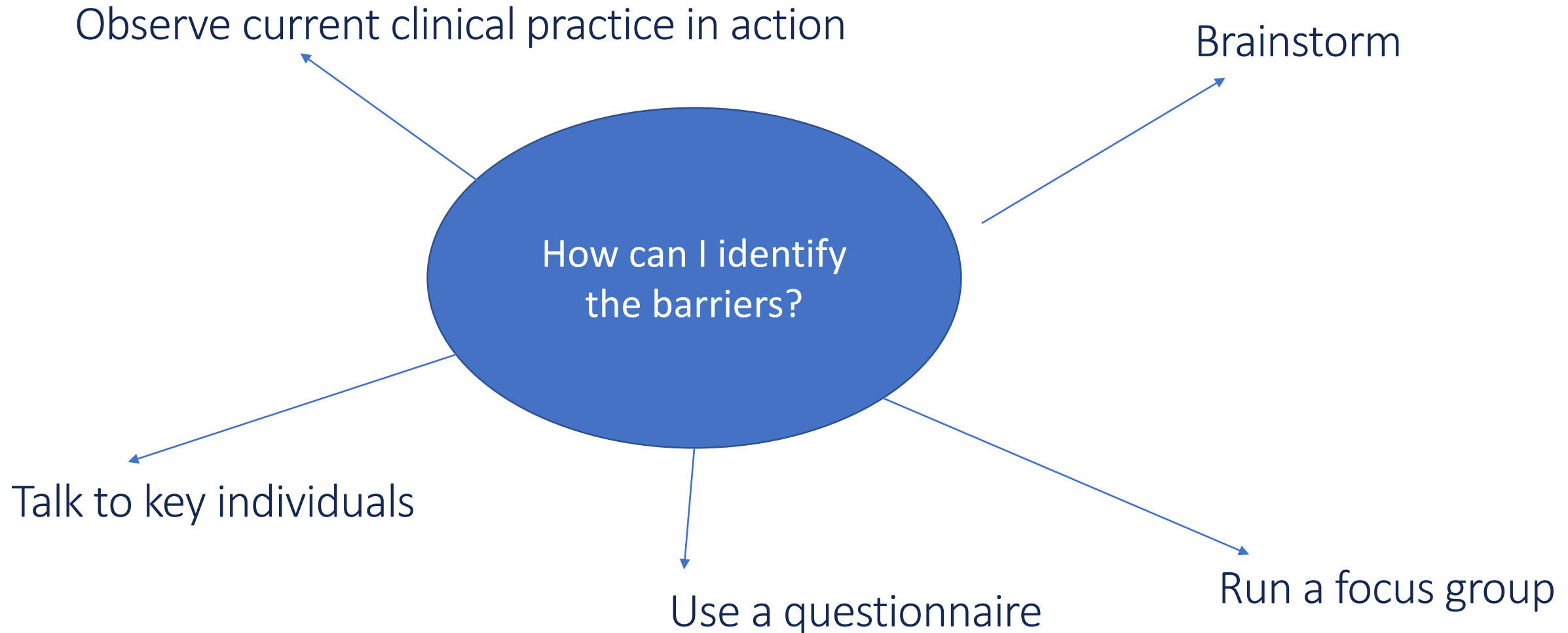
But what about in  
our setting?  
(National Institute for  
Clinical Excellence, 2007)

Understand	Understand the barriers to change
Identify	Identify the barriers to change
Overcome	Overcome the barriers to change <ul style="list-style-type: none"><li>• National Institute for Clinical Excellence, UK, 2007</li></ul>

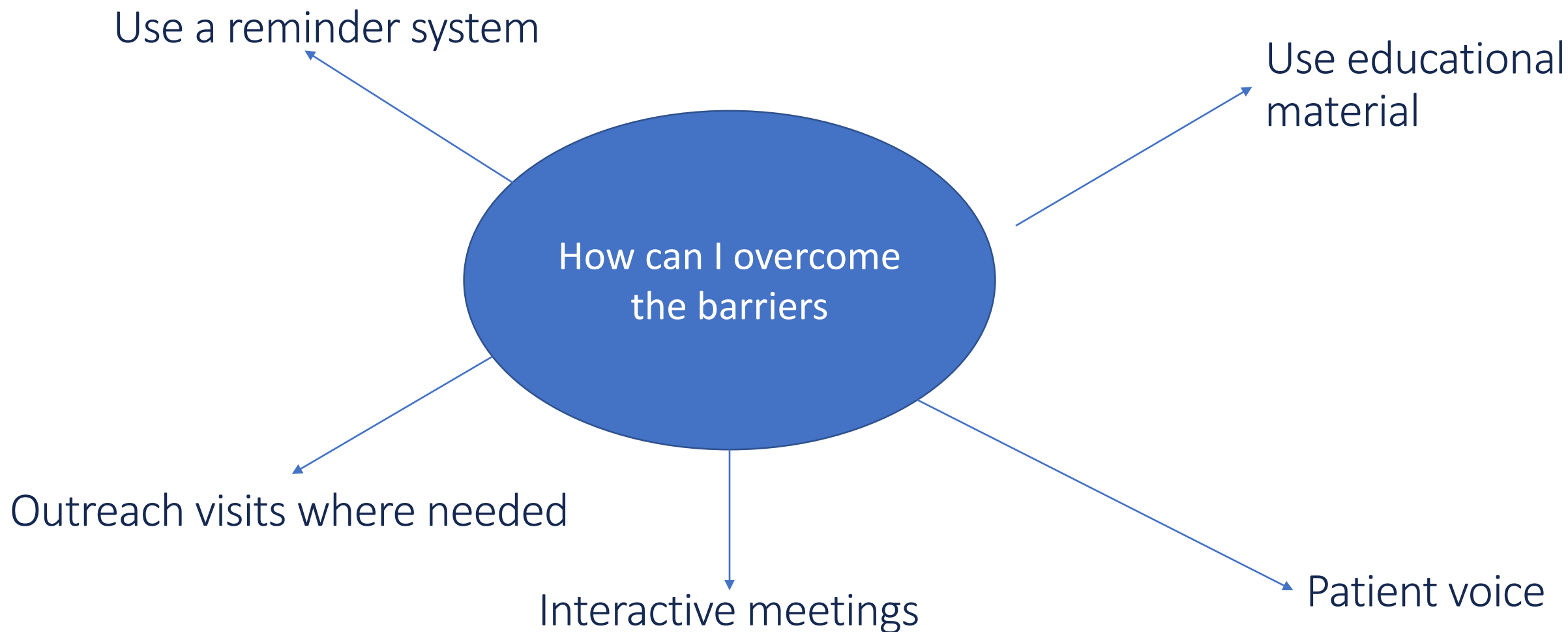
# Awareness and knowledge



# Identify the barriers to change



# Overcome the barriers



# What are the success factors for change?

- Effective and strong executive sponsorship
- Buy in from front-line managers and employees
- Exceptional teams
- Continuous and targeted communication
- Planned and organized approach

Kravitz,  
2018

And when all else  
fails .....

so I pulled up my big girl britches



and carried on