

Tips for Success: Getting Ready for Change

PoET Homes decide who will be on their Change Team, and how that Team will be structured. Part of being ready for change is making sure the right people are involved early in the process; this early involvement can help to anticipate and plan for challenges and roadblocks that might slow (or even stop) the progress your home will make. This tips sheet will help homes identify what changes might occur at their home, and who is in the best position to make those changes sustainable.

1 Review PoET Goals

- ✓ **Make a preliminary list of possible changes** in practice, habits, or policies you can anticipate making at your home in order to achieve some or all of the PoET Goals. *(Please note, this list is made just for the purposes of getting the process started; any part or all of it can change once you start working with the PoET Team).*

2 Identify your Stakeholders

- ✓ Think about who **(1) within your home** (e.g. staff and physicians), **(2) within your organization** (e.g. senior support staff), and **(3) outside of your home and organization** (e.g. consultants) might be affected by changes your home will make related to the PoET Goals. These people and groups are your stakeholders.

3 Start assembling your home's Change Team

- ✓ Consider using a tool like the Interest-Influence Matrix¹ to decide who among your stakeholders needs to be involved in the work, and in what way(s).

- ✓ Use the questions in the box to the right, from Health Quality Ontario's *Quality Improvement Guide*, to help you:²

- Have we included a representative from each discipline that touches the work?
- Have we considered including non-registered staff who also support the work?
- Have we identified a team leader?
- Do we have a physician champion on the team?
- Should we include a constructive skeptic on our team?
- Do we have someone with QI skills to facilitate our progress?
- Should we consider an external stakeholder?

Quality Improvement Guide, Health Quality Ontario, p. 10.

4 Review the PoET Goals and Preliminary List of Changes again

- ✓ Find out if the new members' review of the PoET Goals suggest other possible changes in the home, stakeholders, or team members and invite others to participate as appropriate.

¹ A description of this tool is from the NHS Education for Scotland available here: <https://learn.nes.nhs.scot/2743> 3

² Health Quality Ontario's checklist and more suggestions on building a team can be found here: <https://www.hqontario.ca/portals/0/documents/qi/qi-quality-improve-guide-2012-en.pdf>, p. 10.