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| **People’s Needs Defining Change – Health Services Change Guide**HSE-CF-ID-Suite-Identifier-Rev-PNG.png**www.hse.ie/changeguide****Case Study** |

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| **Case Study Guidance****How to submit a Case Study to the Change & Innovation Hub**The primary purpose of the Case Study Repository on the Change & Innovation Hub is to share knowledge and experience. To enable this learning process, please use the following headings to develop your Case Study. The format follows the stages in *People’s Needs Defining Change – Health Services Change Guide* ([www.hse.ie/changeguide](http://www.hse.ie/changeguide)) and the questions are to prompt thinking. Please complete each section based on your experiences – sharing your own story. It is not necessary to address all of the areas, but rather those that are most relevant to you and your change initiative. **This template can be completed online**. **Brief Description of the Change Initiative*** Key information that helps the reader to understand your work
* Type of service
* Client group etc.
* Scale of the change

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**People and Culture Change Platform (Section 1 of the Change Guide – see also Change Framework at the end of the document)*** How ready was your team/service for change? (See Template 6.2.8 on [www.hse.ie/changeguide](http://www.hse.ie/changeguide))
* How did you address the key people and culture factors to prepare for change?
* As a change leader how did you prepare for the initiative and secure mandate?

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**People’s Needs Defining Change (Section 2 of the Change Guide)*** How did you involve key stakeholders?
* How did you focus on people’s needs?
* How did you sustain involvement?

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**Define (Section 3 of the Change Guide)*** Why was change needed?
* What were the intended outcomes?
* How did you design your measurement?

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**Design (Section 4 of the Change Guide)*** How did you progress co-design with key stakeholders?
* How was the improved / new service design determined?
* How did you test the improved design?
* How was the Action Plan agreed?
* How well did your communication and engagement plan work?

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**Deliver (Section 5 of the Change Guide)*** What was your experience of implementing actions and going live with the change?
* How did you increase support to all involved with implementation?
* How did you measure progress in line with agreed outcomes?
* Was success celebrated and what new ways did you use?
* What helped to sustain improvements and share learning?

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**Key Learning Points from your Change Initiatives*** What have you learned from undertaking the change initiatives?
* If you were to do it again what would you do differently?
* If you were advising a colleague about to undertake a similar change or service improvement what guidance would you give them?
* What was the impact of the change for service users, staff and the team?

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**Using *People’s Needs Defining Change – Health Services Change Guide*** (100 words approximately)* What did you find useful?
* What could be improved?
* Your experience of using the Change Guide

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**Other relevant information*** The Case Study should be of 1,000 – 1,500 words. Where relevant please include images.
* The emphasis of the Case Study should be on **how** you brought the change about, i.e. the process.
* Your contact details will be included with the Case Study on the Change & Innovation Hub.
* When completing the Case Study please take into account the needs of diverse readers and accessibility in terms of **use of language**; please also be aware of the requirements of **confidentiality** as the Case Study will be on available as resource to other users of the Change & Innovation Hub.
* **Data Protection:** In gathering data particularly regarding service users, families, citizens, communities and staff, please ensure that you adhere to the requirements of the relevant legislation. This includes the Data Protection Acts 1998 – 2003 and the General Data Protection Regulation 2018. Further guidance can be found at <https://www.hrb.ie/funding/gdpr-guidance-for-researchers/>.
* Once reviewed your Case Study will be included on the Change & Innovation Hub for sharing with others. This will also be shared on social media and internal communications platforms such as newsletters to profile your case study.
* Your completed Case Study can be e-mailed to changeguide@hse.ie – thank you for taking the time to complete the Case Study and for sharing your insights and learning.

People’s Needs Defining Change – Health Services Change Guide |

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**Notes:**

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