



Health Services Change Framework

FUTURE VISION

**Safer Better Healthcare,
and Staff & Public Value**

CHANGE OUTCOMES

DELIVER ↑

↑ DESIGN

DEFINE ↑

CHANGE ACTIVITIES

Practice
Collective
Leadership

Engage &
Communicate

**People's
Needs Defining
Change**

Service Users, Families,
Citizens, Communities
& Staff

Understand
Personal
Experiences

Model
Shared
Values



Support
Behaviour
Change



Use
Evidence
& Leverage
Technology

Be
Accountable
for
Performance

Invest in
People &
Teams

Network
& Partner



PEOPLE & CULTURE CHANGE PLATFORM

CURRENT SITUATION