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