

Change Activity Deliver

People's Needs
Defining Change

HEALTH SERVICES CHANGE GUIDE

www.hse.ie/changeguide

12/12

Making sense of rapid, emergent change - Covid-19

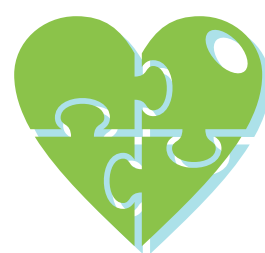
Delivering good change practices is critical right now to benefit from the rapid pace of change and innovation in response to Covid-19. Disruption is a positive force for change that needs personal and team agility to make sense of it. Covid-19 is part of our on-going reality. Working together to give effect to a just and resilient recovery is a shared responsibility.

Key to recovery and renewal is how we:

Deliver what needs to change as we restore and reform our services (pgs 86-89 Change Guide)

Implement actions

Everyone involved in the recovery plans and restoration of services needs time and support to adapt to the new ways of working. Balancing stability and change requires collective and compassionate leadership. Remaining focused on the people and culture change platform will keep you anchored as you implement changes.



Support implementation

Intensify individual and team supports and focus on managing the uncertainty associated with the change. Pay particular attention to inter-team and service relationships. Engagement with patients, service users, staff and staff representative bodies is key.

Measure progress

Measure progress and keep the focus on honest communication about progress. Adapt to emerging local needs, learning from what has happened and take action if needed to modify or change your plan. Keep the focus on how well you are delivering services to meet local needs.



Celebrate success

Take the time to acknowledge people's personal efforts and commitment to delivering public services at a time of unprecedented change. Maintaining this level of commitment will require time for reflection, recovery and renewal.

Sustain improvement

Sustaining people's personal efforts will need focus and energy. Continue to involve frontline staff and patients / service users in reviewing progress. Their input will keep you grounded and support you to progress to a better future for all.

Safer Better Healthcare
Staff & Public Value
CHANGE OUTCOMES

Clickable links (Best used on Laptop/PC)



Tips & tools to help

Change Guide Section 5: Deliver
Adapt to Emerging Issues and Take Action

Sustain Improvement

Factors to Monitor During Implementation

Personal Checklist for Change

Working with Emotional

Reactions to Change

Additional Resources: pgs 273-275

Access "Team Reflection Guidance" [click here](#)

HSE Covid-19 supports for staff

Please visit: workwell.ie

HSE Employee Assistance Call Line: **0818 327 327**

Covid-19 training courses & support: HSELand.ie

HSE HR National Coaching Service: [Click here](#)



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Further information:
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[@HSEchange_guide](https://twitter.com/HSEchange_guide)

OD - Improving Change Capacity, Kells.
June 2020

Reflect sensitively, recover with kindness & renew with hope