



CPD Certificate

Delivering Change in Health Services

12 CPD Points

Awarded by
RCSI Graduate School of Healthcare Management
in collaboration with
HSE Organisation Development & Design

Version 2
January 2024



CPD Certificate

Delivering Change in Health Services

CPD Award:

12 points are awarded on the completion of the programme.

The CPD Certificate is issued by the RCSI Graduate School of Healthcare Management in collaboration with HSE Organisation Development & Design.

General entry requirements:

Completion of eLearning Programme on HSeLanD - *Delivering Change in Health Services* and application of learning within your own service.

See CPD recognition pathway for details (pages 1&2).



About the Programme

Context

Change, uncertainty and innovation are now very much part of our reality. Supporting staff throughout the system to take up their change leadership role at all levels in the system is even more relevant now as we deal with the complexities of rapid emergent change. Our public service accountability to deliver safer better healthcare in a context of increased demands requires healthcare staff to find innovative ways to deliver services collaboratively with citizens, service users and staff and to create public value. It is important to ensure that all those involved in delivering and receiving our services are actively involved in working out solutions that ensure **people's needs** define the changes we are making. *Sláintecare* clearly outlines the commitment to build change capacity and continue to develop new ways of working by enabling health and social care staff to be skilled and confident 'change makers'.

Programme

The **CPD Certificate - Delivering Change in Health Services** is a collaboration between HSE Organisation Development & Design and the RCSI Graduate School of Healthcare (formally RSCI Institute of Leadership) at the RCSI University of Medicine and Health Sciences. The CPD Certificate is underpinned and supported by the **Health Services Change Guide** and associated **eLearning Programme**. The eLearning Programme takes the learner through all of the elements of the Change Guide and Framework. It aims to build knowledge, skills and confidence for delivering good change in a complex environment and can be used at all levels to support managers and staff working in multi-disciplinary teams. It is a prerequisite to the CPD Certificate.

Who the Programme is for

The **CPD Certificate - Delivering Change in Health Services** is available to **all healthcare personnel** who wish to develop as change leaders and to lead their teams to introduce innovative practices to deliver better outcomes for service users. It welcomes everyone in health and social care including community and voluntary sectors - nurses and midwives, medical staff, health and social care professionals, business / administrative professionals, leaders and managers, frontline staff and academic faculties. It will also be of interest to change and improvement practitioners and will complement the people approaches for all who currently practice quality improvement and project approaches.

Contact us for further information or to access copies of the Change Guide resources please email: changeguide@hse.ie or visit www.hse.ie/changeguide.

Learning Review Template

The purpose of this Learning Review Template is to outline how you **applied your learning** from the Change Guide and associated eLearning Programme to a work-related service improvement, innovation or change challenge. This Learning Review follows the stages in *People's Needs Defining Change – Health Services Change Guide* (www.hse.ie/changeguide) and the questions are to prompt thinking. Think about which parts of the Change Guide resonated with you – how did you apply the learning to your change challenge?

- Which Change Guide Resources /Templates did you use and why did you select them? How did you apply them? Include some examples.
- How did you share your learning on the Change Guide with colleagues i.e. presentation/discussion at team meetings?
- Describe how you engaged with your line manager/team colleagues to progress your change challenge/service improvement.

Note 1: A **maximum of 9 months** will be allowed between when candidates complete the eLearning Programme and submit the Learning Review. This flexibility is intended to offer people sufficient time to apply the learning to their specific change challenge.

Note 2: Submissions are accepted throughout the year and **validated** quarterly. **Following verification certificates are issued.**

Note 3: The **minimum requirement** of time spent on the eLearning Programme and associated application of your learning to your change challenge is **12 hours** – achieving 12 CPD points. This is also the maximum allocation of CPD points - so therefore additional time spent in applying your learning to the change challenge will not result in extra CPD points.

Note 4: Under **GDPR** your details will be retained electronically for the sole purposes of certification on this CPD programme.

Note 5: Data Protection: In referencing 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/>

Learning Review Template

Complete the Learning Review Template

Please complete all sections below and the subsequent verification form and checklist to ensure all areas have been finalised.

Title of the Service Improvement or Change Challenge:

1.	Brief Description of the Service Improvement / Change Challenge Key information that helps the reader understand your work context (type of service, client group, scale of the change).

2.	<p>People and Culture Change Platform (Section 1 of the Change Guide, pages 8-38)</p> <p>How did you go about creating the conditions for change and assessing readiness within your team?</p> <p>(See Template 6.2.8: People and Culture Change Platform - Readiness Factors on https://www.hse.ie/changeguide)</p> <ul style="list-style-type: none"> • How did you engage with your line manager and team to gain their support for your change initiative? • What was your new or enhanced learning?
3.	<p>People's Needs Defining Change (Section 2 of the Change Guide, pages 37-49)</p> <p>How did you involve key stakeholders?</p> <ul style="list-style-type: none"> • What aspects of the Change Guide assisted you to consider engagement with service users, team members and other services? • What was your new or enhanced learning?

4.	<p>Define (Section 3 of the Change Guide, pages 50-70)</p> <p>Were you clear on what needed to change and the outcome you wanted to achieve?</p> <ul style="list-style-type: none">• What helped you to bring clarity to the overall direction for the change?• Describe what plans you put in place to measure the change (see pages 65 to 67).
5.	<p>Design (Section 4 of the Change Guide, pages 71-85)</p> <p>How did you involve people to help you 'design' the change?</p> <ul style="list-style-type: none">• How did you ensure 'people's needs' were at the centre of your design?

6.	<p>Deliver (Section 5 of the Change Guide, pages 86-101)</p> <p>What was the outcome of the change? How did you measure your outcomes?</p> <ul style="list-style-type: none">• How was the new or enhanced learning incorporated into practice for the benefit of service users and/or staff?• How did you share your learning with colleagues? Did you seek feedback from your line manager, team or service users?
7.	Additional data or feedback you wish to share

Verification Form

Details for person submitting Learning Review Template:

Name:

Work title or role:

Service:

Work location:

Contact phone number:

Confirmation of hours

Description of activity	Number of hours	Verified
Completion of four modules of Change Guide eLearning Programme on HSeLand		Certificate of Completion from HSeLand required (<i>Please include a copy of the certificate with your application</i>)
Use of Change Guide Templates, Resources		
Engagement with service users/patients/families, team colleagues etc.		
Line manager and team discussions or presentation/s		
Identification of outcomes and completion of Learning Review		
Other – if relevant		
Total		

Date:	Name: (<i>Person applying for CPD points</i>): Professional Registration Number: (if applicable) Signed by applicant: Email address:	Name of Line Manager: Role/Title of Line Manager: Signed by Line Manager*: Email address:
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***Line Manager**

- It is the responsibility of the Line Manager to confirm that the individual applied the learning from the Change Guide eLearning Programme to their change challenge and that the hours outlined can be accounted for.

Completed Learning Review Template and Verification Form can be e-mailed to changeguide@hse.ie

Checklist

Congratulations on getting this far and applying the learning to your service. One final step is to apply for the CPD Certificate.

Remember to check you have everything you need for submission to changeguide@hse.ie

- ✓ **Completed Learning Review Template.**
- ✓ **Completed Verification Form signed and dated by the Applicant and Line Manager.**
- ✓ **Copy/scan of you Certificate of Completion from HSeLanD on the eLearning Programme Delivering Change in Health Services. A maximum of 9 months** will be allowed between when candidates complete the eLearning Programme and submit the Learning Review.

Submission Dates

Submissions are accepted and validated throughout the year. Following verification your CPD Certificate will be issued directly to you.

Further queries

If you have any queries please contact us at changeguide@hse.ie or phone **046 925 1466**.

For office use:

Name of applicant: _____

Title of submission: _____

Date received by Organisation Development & Design: _____

Ref number assigned and recorded: _____

Initial confirmation email issued to Applicant and Line Manger:

Completed verification form signed and dated by the Applicant and Line Manager:

Copy/scan of certificate of completion from HSeLanD on the eLearning Programme - Delivering Change in Health Services included:

Internal Review

- Submission read and reviewed by designated OD&D lead:
- Meets criteria for certification

Signed: _____ Date: _____

Designated Organisation Development & Design Lead

Certificate Issued

Date CPD certificate issued by OD&D in partnership with RCSI: _____

Correspondence sent to RCSI with successful applicant's name and title:

**Developed by**

Organisation Development & Design
Improving Change Capacity
Kells, Co. Meath, A82 H3C7
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Further information

Email: changeguide@hse.ie
Change & Innovation Hub: <http://www.hseland.ie>
X: [@HSEchange_guide](#)
LinkedIn: [Health Services Change Matters](#)
www.hse.ie/changeguide