

Society of Simulation in Healthcare: International Meeting of Simulation in Healthcare

Workshop: Implementing Change Management and Securing Buy-in for Your Simulation Center

Worksheet

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Questions on worksheet, please email Krystle at Krystle.Campbell@utsouthwestern.edu

Objectives: *By the end of this presentations all participants will:*

1. *have a better understanding of change management theory and its importance for simulation integration throughout different organizations, which includes but is not limited to nursing education, medical education, allied health education, quality and safety initiatives, interprofessional education, as well as hospital systems;*
2. *conceptualized real-world solutions to improve stakeholder buy-in specific to your organization;*
3. *gain a larger, comprehensive perspective from other participants on the variety of different stakeholders, challenges that plaque other Centers, and mechanisms to mitigate;*
4. *and have a better understanding on how to effectively use change management theory and mechanisms to promote buy – in, promoting the adoption, success, effectiveness, sustainment, and longevity of a curriculum, course, program, or simulation center.*

Instructions: Please use this sheet to write down ideas on how to implement a change management-driven strategy to improve stakeholder buy-in. Pages 2-3 are a blank worksheet for you to complete during the workshop. Pages 4, 5, and 6 provide an example of a filled-out plan for our example initiative.

Need for change/Initiative	<ol style="list-style-type: none">1.2. <p>Example Initiative: The aim of this Change Initiative is to increase Simulation Center usage throughout the hospital</p>
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Unfreeze	Identify Stakeholders	Stakeholder 1	Stakeholder 2	Stakeholder 3	Stakeholder 4
	Awareness Plan				
	Plan to Identify Desires				
	Desires Defined				
	Knowledge				
	Engagement/Involvement Strategy (re-evaluated with ability)				
	Reinforcements				
CHANGE	Identify Stakeholders	Stakeholder 1	Stakeholder 2	Stakeholder 3	Stakeholder 4
	Awareness Plan				
	Plan to Identify Desires				
	Desires Defined				
	Knowledge				
	Engagement/Involvement Strategy (re-evaluated with ability)				
	Reinforcements				

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	Awareness Plan				
	Plan to Identify Desires				
	Desires Defined				
	Knowledge				
	Engagement/ Involvement Strategy (and re-evaluated with ability				
	Reinforcements				

Unfreeze	Identify Stakeholders	Administrators/ <i>Org Leaders (CEO/CNO/COO/CFO/ Dean/Provost/Departm ent Chairs/VPs</i>	Champions <i>Instructors, Engineers, Patient Safety Team, Faculty, Instructional Designers</i>	SimTeam <i>Simulation Educators, Operations Specialist, Managers, Directors, Interns</i>	Learners <i>Students, Residents, Faculty, Clinicians, APPs, and allied health</i>
	Awareness Plan	Meetings and Presentation Proposal	Champions Committee Presentations/Proposal Website	Huddles Training Interviews	Quarterly meetings with Administrators Biweekly with Champions
	Plan to Identify Desires	Research Mission/Vision Extant data Meetings	Research Meetings Focus Groups	Meetings	Research Meetings Focus Groups Surveys
	Desires Defined	Improved patient care and safety Improved mechanisms for training in teams Improved efficiencies Improved competency	Improved patient care/safety Improved mechanisms teams Improved efficiencies Improved competency CME Publications	New innovative initiatives for sim Research and Development Improved Care Center success	Improved patient care/safety Improved mechanisms for training Improved efficiencies Publications
	Knowledge	High-level and impact (benefit v risk) Financials ROE/ROI Organizational Importance	Specific details Simulation Content Logistics Curriculum	Specific details Simulation Content Logistics	Benefit to them Plan for delivery Logistics
	Engagement/ Involvement Strategy (and re- evaluated with ability	Meetings (road show) Proposals Videos/Emails	Meetings – early involvement as SME Empower (formal education) Simulation Learning Community (SLC) Champions Committee Director of Simulation in Unit/Department	Meetings – early involvement as SME Empower (formal education) Simulation Learning Community CHSE/CHSO	Meetings- learner perspective Pilot Syllabus Principles Prebrief
	Reinforcements	Annual Report Appreciation Dinner Summary reports (annually)	Annual Report Appreciation Dinner Summary reports (annually)	Annual Report Appreciation Dinner Summary reports (annually)	Annual Report Appreciation Dinner Summary reports (annually)

CHANGE	Identify Stakeholders	Administrators/ <i>Org Leaders</i> (CEO/CNO/COO/CFO/ Dean/Provost/Departm ent Chairs/VPs	Champions <i>Instructors, Engineers,</i> <i>Patient Safety Team,</i> <i>Faculty, Instructional</i> <i>Designers</i>	SimTeam <i>Simulation</i> <i>Educators,</i> <i>Operations</i> <i>Specialist, Managers,</i> <i>Directors, Interns</i>	Learners <i>Students, Residents,</i> <i>Faculty, Clinicians,</i> <i>APPs, and allied</i> <i>health</i>	Others? <i>Marketing, IT,</i> <i>Financial</i> <i>Team,</i> <i>Infection</i> <i>Prevention</i>
	Awareness Plan	Meetings and Status Updates to Proposal	Champions Committee Presentations Updates to Proposal	Huddles Update meetings	Quarterly meetings Pilot and Feedback	Meetings to engage Website
	Plan to Identify Desires	Ongoing Research Mission/Vision Extant data Meetings	Ongoing Research Meetings Disseminate and review pilot data	Meetings Disseminate and review data collected from pilots	Pilots and data Feedback on revisions	TBD
	Desires Defined	Improved patient care and safety Improved mechanisms for training in teams Improved efficiencies Improved competency CME	Improved patient care/safety Improved mechanisms for training in teams Improved efficiencies Improved competency CME Publications	New innovative initiatives for sim Research and Development Improved Care Center success	Improved patient care/safety Improved mechanisms for training Improved efficiencies Publications	
	Knowledge	High-level and impact (benefit v risk) Progress	Progress on Specific details/Simulation Content Logistics Curriculum	Specific details progress Simulation Content Logistics	Benefit to them Updates to logistics/content	High-level and impact to society/patient s
	Engagement/ Involvement Strategy (and re-evaluated with ability	Meetings (updates) Proposals (updates) Emails	Meetings - ongoing Empower SLC Champions Committee Director of Simulation	Meetings - ongoing Empower (formal education) SLC CHSE/CHSO	Meetings-- ongoing learner perspective	
	Reinforcements	Annual Report Appreciation Dinner Summary reports (annually)	Annual Report Appreciation Dinner Summary reports (annually)	Annual Report Appreciation Dinner Summary reports (annually)	Annual Report Appreciation Dinner Summary reports (annually)	Annual Report

REFREEZE	Identify Stakeholders	Administrators/ <i>Org Leaders (CEO/CNO/COO/CFO/ Dean/Provost/Departm ent Chairs/VPs New leaders?</i>	Champions <i>Instructors, Engineers, Patient Safety Team, Faculty, Instructional Designers Expand to new specialties?</i>	SimTeam <i>Simulation Educators, Operations Specialist, Managers, Directors, Interns New team?</i>	Learners <i>Students, Residents, Faculty, Clinicians, APPs, and allied health New learners?</i>	Others? <i>Marketing, IT, Financial Team, Infection Prevention</i>
	Awareness Plan	Meetings and Status Summary Report	Champions Committee Presentations Updates to Proposal	Huddles Update meetings	Quarterly meetings Pilot and Feedback	Meetings to engage Website
	Plan to Identify Desires	Ongoing Research Mission/Vision Extant data Meetings	Ongoing Research Meetings Disseminate and review data collected	Meetings Disseminate and review data collected from year's efforts	Disseminate data Solicit feedback for revisions	Meetings
	Desires Defined	Improved patient care and safety Improved mechanisms for training in teams Improved efficiencies Improved competency	Improved patient care/safety Improved mechanisms for training in teams Improved efficiencies Improved competency CME Publications	New innovative initiatives for sim Research and Development Improved Care Center success	Improved patient care/safety Improved mechanisms for training Improved efficiencies Publications	Desire to grow org influence
	Knowledge	High-level and impact (benefit v risk) Progress	Progress on Specific details/Simulation Content Logistics Curriculum	Specific details progress Simulation Content Logistics	Benefit to them Updates to logistics/content	High-level and impact to society/patient
	Engagement/ Involvement Strategy (and re-evaluated with ability)	Meetings (updates) Proposals (updates) Emails	Meetings - ongoing Empower/SLC Champions Committee Director of Simulation Publications	Meetings - ongoing Empower/SLC CHSE/CHSO Conferences	Meetings-- ongoing learner perspective	Meetings
	Reinforcements	Annual Report Appreciation Dinner Summary reports (annually)	Annual Report Appreciation Dinner Summary reports (annually)	Annual Report Appreciation Dinner Summary reports (annually)	Annual Report Appreciation Dinner Summary reports (annually)	Annual Report