



# People's Needs Defining Change – Health Services Change Guide



## Case Study

[www.hse.ie/changeguide](http://www.hse.ie/changeguide)

### Case Study Guidance

#### How to submit a Case Study to the Change Hub

The primary purpose of the Case Study Repository on the Change 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/changuide](http://www.hse.ie/changuide)) 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?



#### **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.
- 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 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 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. Once reviewed your Case Study will be included on the Change Hub for sharing with others.
- 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*



FUTURE VISION

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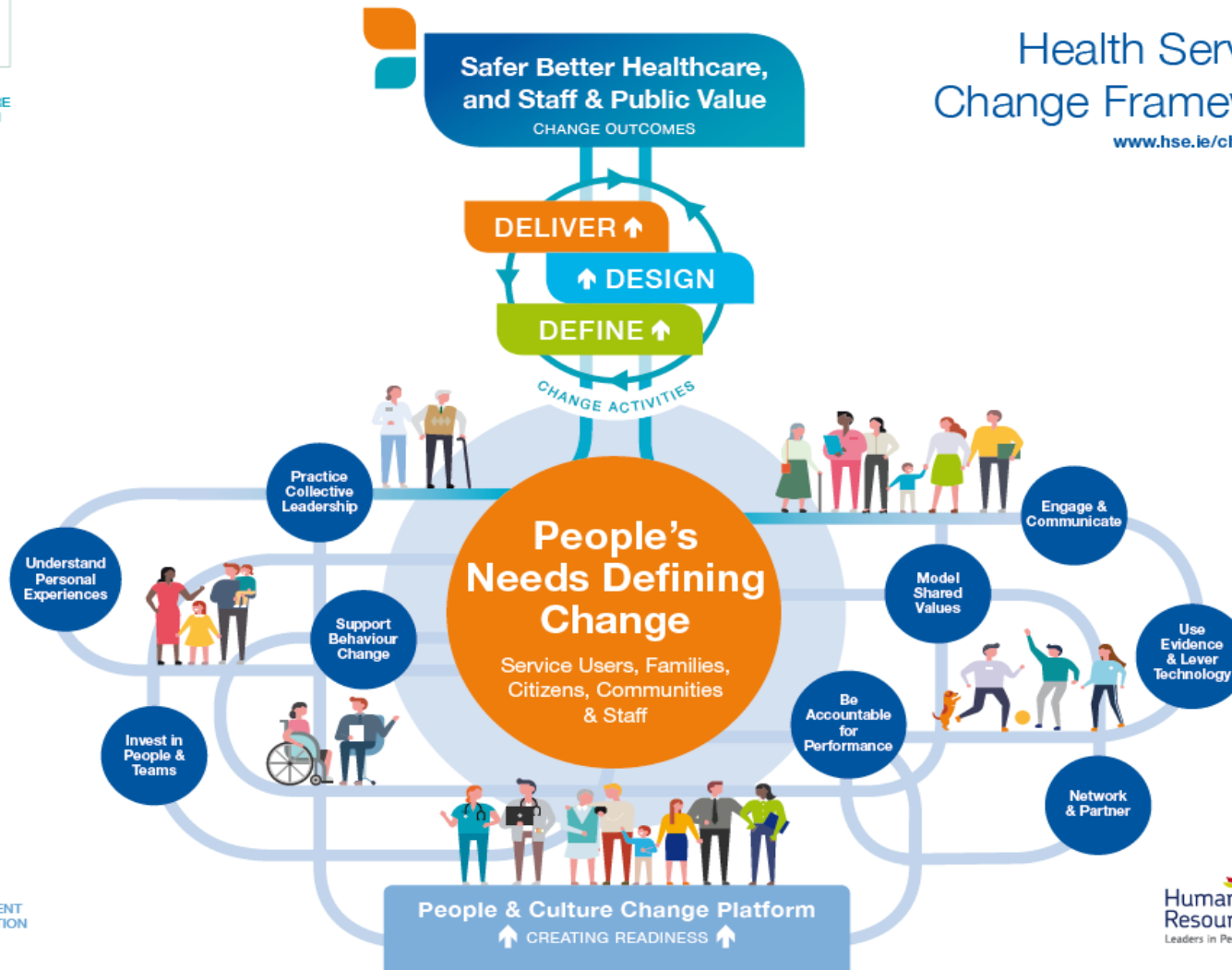
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CURRENT SITUATION



# Health Services Change Framework

[www.hse.ie/changeguide](http://www.hse.ie/changeguide)

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