

# Change Activity

# Define

People's Needs  
Defining Change

HEALTH SERVICES CHANGE GUIDE

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

10/12

## Making sense of rapid, emergent change - Covid-19

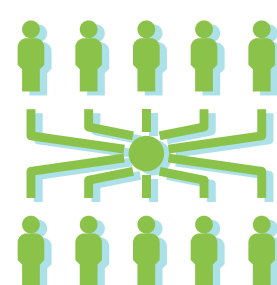
Delivering good change practices is critical right now to benefit from the rapid pace of change and innovation in response to Covid-19. Disruption is a positive force for change that needs personal and team agility to make sense of it. Covid-19 is part of our on-going reality. Working together to give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

Key to recovery and renewal is how we:

### Define what needs to change as we restore and reform our services (pgs 50-70 Change Guide)

#### Identify shared purpose

Use the learning from the Covid-19 experience of connecting on a shared purpose to restore and reform services working with local communities and staff on service re-design.



#### Understand current services

Take time to reflect on what has changed, consider the impact of how services were delivered and how they might need to be delivered differently in the short, medium and longer term.

#### Agree better outcomes

Work with patients, service users, communities and staff to design how services will now be delivered focusing on outcomes that reflect local community needs and the direction set out in Sláintecare.



#### Measure for success

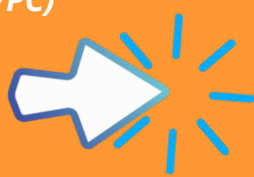
Use existing data to understand current services and to provide a baseline to measure progress. Acknowledge the impact of changed service delivery approaches on key measures and adapt accordingly.



#### Make case for change

Take into account the impact of recent changes and our 'new reality'. Work with colleagues to scope out your business case for change. Consider possibilities to align these changes with the direction set out in Sláintecare.

Clickable links (Best used on Laptop/PC)



## Tips & tools to help

Change Guide Section 3: Define

Context for Change – Why What How Method

SWOT Analysis

Description of the Current Situation – Service

Operational Model

Additional Resources: pgs 242-245

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

## HSE Covid-19 supports for staff

Please visit: [workwell.ie](http://workwell.ie)

Healthcare Worker COVID-19 helpline: **1850 420 420**

Covid-19 training courses & support: [HSELand.ie](http://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.

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Reflect sensitively, recover with kindness & renew with hope