

Deliver Public Value & Be Accountable



People's Needs
Defining Change
HEALTH SERVICES CHANGE GUIDE

www.hse.ie/changeguide

9/12

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:

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(pgs 33-36 Change Guide)

- Our focus is on delivering the best public health outcomes for the population in line with our public accountability role.
- Meeting local needs in line with national guidance is a hallmark of how we responded - identifying people's needs and the needs of vulnerable groups / communities.
- We will be measured on how well we responded to people's needs, provided clinical governance and attended to financial probity.
- Reducing bureaucracy has increased our ability to deliver - central frameworks - local delivery.

Reflect

Recover

Renew

Adapt & Act

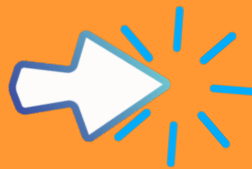
- Implement robust governance that reduces unnecessary layers between policy and implementation.
- Empower staff to be accountable as public servants - locate decision-making appropriately.
- Encourage and support people to try things out - create the conditions for innovation and freedom to improve services.
- Support performance to deliver better outcomes that are identifiable by service users, communities and staff.



Clickable links (Best used on Laptop/PC)



Tips & tools to help



Principles of Good Governance

Creating Public Value

Additional resources: pgs 233-236

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

HSE Covid-19 supports for staff

Please visit: workwell.ie

Healthcare Worker COVID-19 helpline: 1850 420 420

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.

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Reflect sensitively, recover with kindness & renew with hope