**SDC #1**: Application of Kotter's (18) Change Model

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| **STEP OF CHANGE PROCESS** | **ACTIONS PERFORMED SUPPORTING CHANGE** |
| 1. Establishing a Sense of Urgency | * Discuss what is going on… * Identify what are the opportunities…. * Reiterate that patient safety cannot wait until unit is perfect |
| 1. Creating the Guiding Coalition | Executive nursing leadership involved from outset |
| 1. Developing a Vision and Strategy | Planning and development of a customized training program in consultation with executive nursing leadership |
| 1. Communicating the Change Vision | Conducting the training program: shared evidence of success of TeamSTEPPS®, openly discussed turnover, morale, communication and how these issues affect them as individuals and as a group. |
| 1. Empowering Broad Based Action | * Removing barriers by frequent meetings and updates with executive leadership, other key stakeholders and staff. Communicated to staff during the training that the training itself was a means to empower them. (specific). * Listen to staff concerns speak with staff individually and let them know this is a 1st step, thank them for sharing and for participating. Ask them to try something new. |
| 1. Generating Short –Term Wins | * Kudos for success stories. Recognizing and encouraging further involvement in TeamSTEPPS® skills/tools. * Helping to brainstorm with individual staff how to plan and measure a unit based performance improvement. * Providing certificates to all staff for participating. |
| 1. Consolidating Gains and Producing More Change | Final report to executive nursing leadership with lessons learned |
| 1. Anchoring New Approaches in The Culture | No data yet |