

8 STEPS OF CHANGE

Reculturing Your Organization

- Recognize opportunities to improve patient safety.
- Assess your current organizational culture and examine the components of your existing patient safety program.
- Analyze data and survey results to create an effective teamwork improvement action plan.
- Design and implement an initiative to improve team-related competencies among your staff.
- Integrate TeamSTEPS into your organization's daily practice.

Resources

This pamphlet is provided by Ohio KePRO, Ohio's Medicare Quality Improvement Organization. For more quality improvement tools and resources, contact your Ohio KePRO quality improvement specialist, or visit www.ohiokepro.com.

For more information on TeamSTEPS, visit the Agency for Healthcare Research and Quality (<http://teamstepps.ahrq.gov>) or U.S. Department of Defense TRICARE Management Activity, Patient Safety Program (<http://dodpatientsafety.usuhs.mil>) Web sites.

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- 8 Steps of Change
- Shift Toward a Culture of Safety
- Reculturing Your Organization



8 Steps of Change*

In *Our Iceberg is Melting*, John Kotter and Holger Rathgeber outline eight key steps that are essential to the change process.

Set the Stage

1. Create a sense of urgency.
Enthusiasm is contagious! Make sure all team members make change a priority.
2. Build the guiding team.
Be sure to include team members from diverse backgrounds, each with the power to inspire others to take action.

Decide What to Do

3. Develop a change vision and strategy.
Communicate clearly how the new way will differ from the old, and what steps need to be taken to achieve the change.

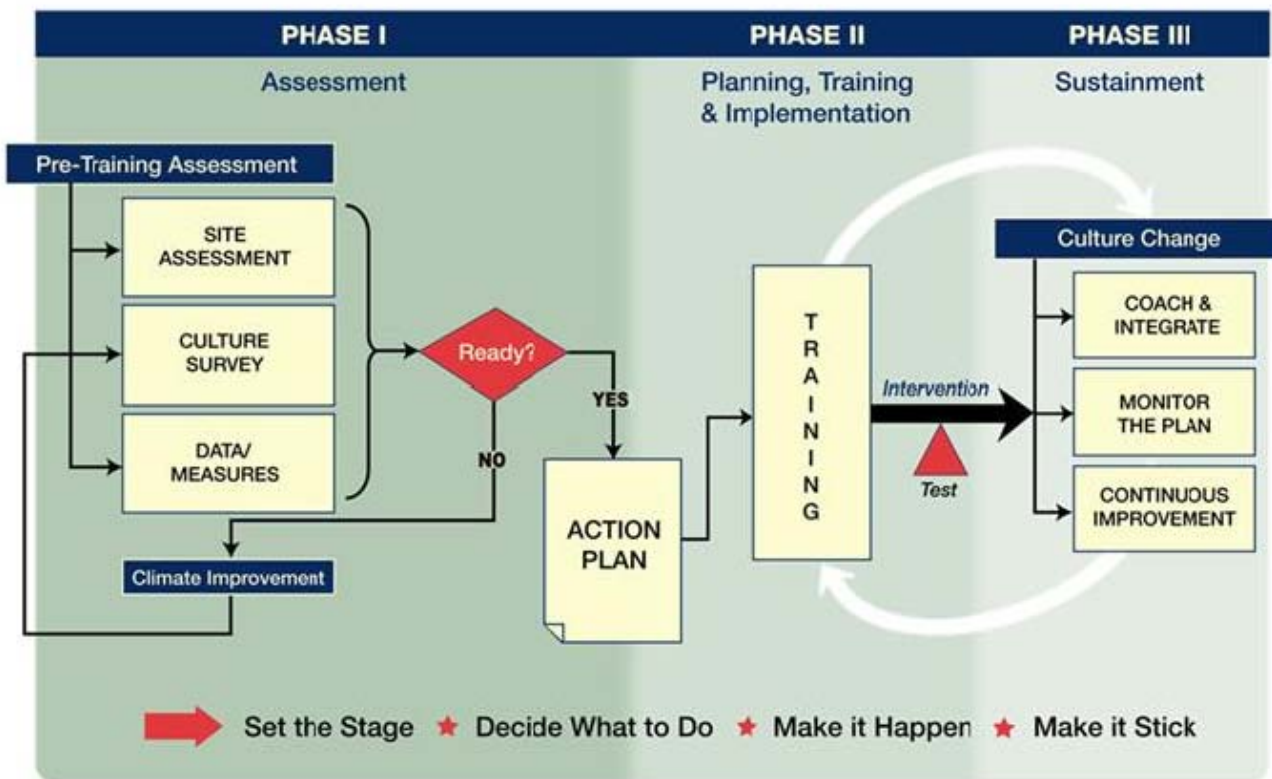
Make It Happen

4. Promote understanding and buy-in.
Work to ensure support from all team members.
5. Empower others.
Enable individuals to work toward the achievement of team goals.
6. Short-term goals.
Celebrate the achievement of landmarks as you work toward the ultimate goal.
7. Don't let up—be relentless.
Lasting change will take time. Be persistent!

Make It Stick!

8. Create a new culture.
Culture change is the final step in the process.

Shift Toward a Culture of Safety



Phase I: Assessment

Set the Stage: Steps 1 & 2
Decide What to Do: Step 3

Phase II: Planning, Training, and Implementation

Make It Happen: Steps 4 - 7

Phase III: Sustainment

Make It Stick: Step 8