



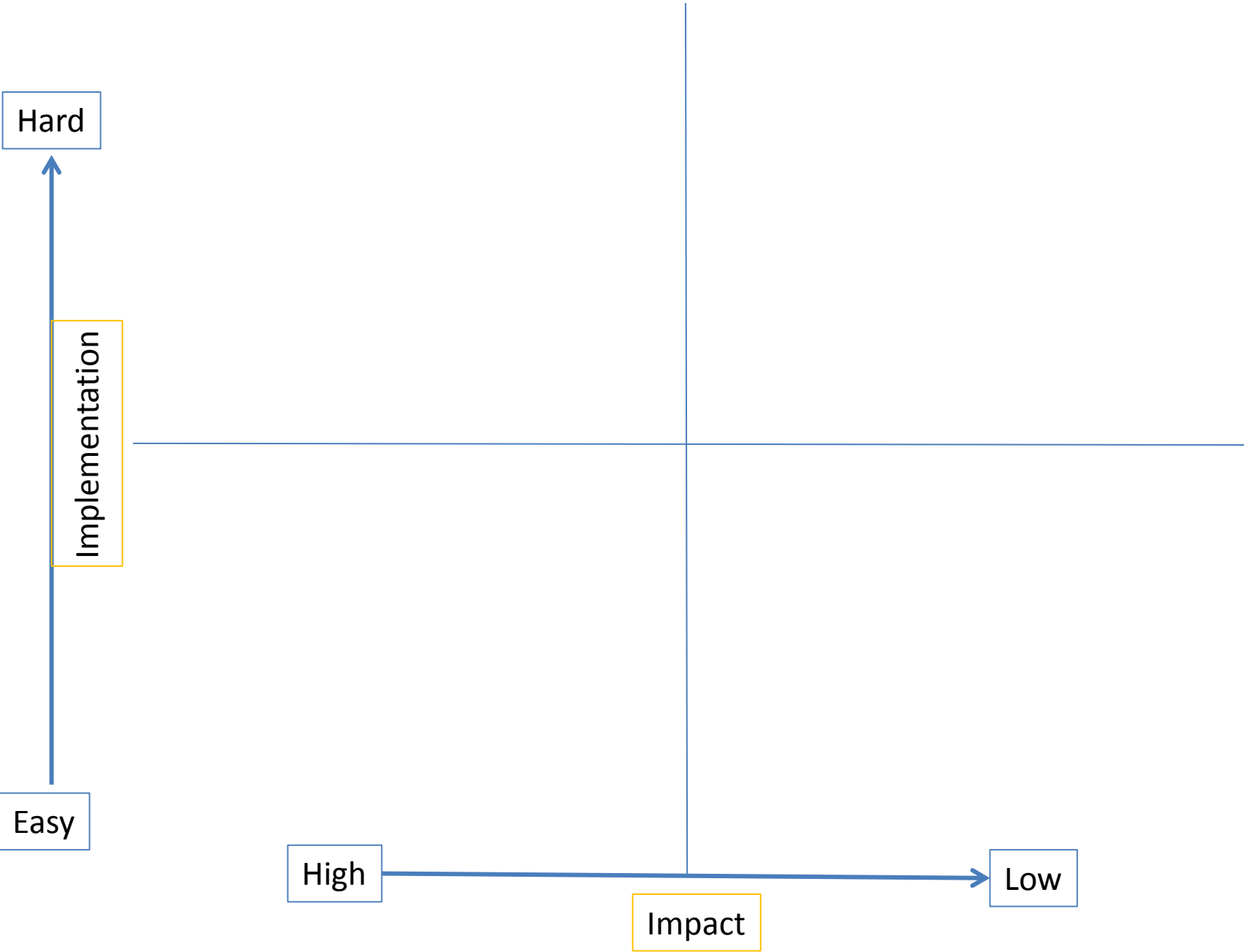
Kidney Quality Improvement Partnerships (KQuIP)

Quality Improvement Toolkit

Training Day 3

Creativity – improve patient satisfaction

Creativity – What do we do with all these ideas?



Using the transition model of change

STEPS	FOCUS	PLAN
Ending	What is being changed and how do employees feel about this change	
	Outline how you will present the change to employees and mitigate negative emotions	
Transition	What are you going to do to ensure clarity and assist your staff in the post change environment?	
	Outline how you will meet with and set small, easily attainable goals to motivate your staff	
New Beginnings	How are you going to reward employees for all their effort in the difficult time?	
	Outline how you can communicate and share the success that are a result of the change	

Communicating/ Engaging staff for the new beginning

What is the message	Who is the message for	Who gives the message	Time frame (When)	Hot topic
Use the sonosite scanner before contacting vascular access clinical nurse specialist	Unit nurses	Renal specialist nurses	Safety huddles	Patient experience

MAGIC – Action plans

<u>Actions</u>	<u>Lead</u>	<u>When</u>	<u>Monitoring Notes</u>
30 day			
60 day			
90 day			