



People's Needs
Defining Change
HEALTH SERVICES CHANGE GUIDE

Building capacity for change

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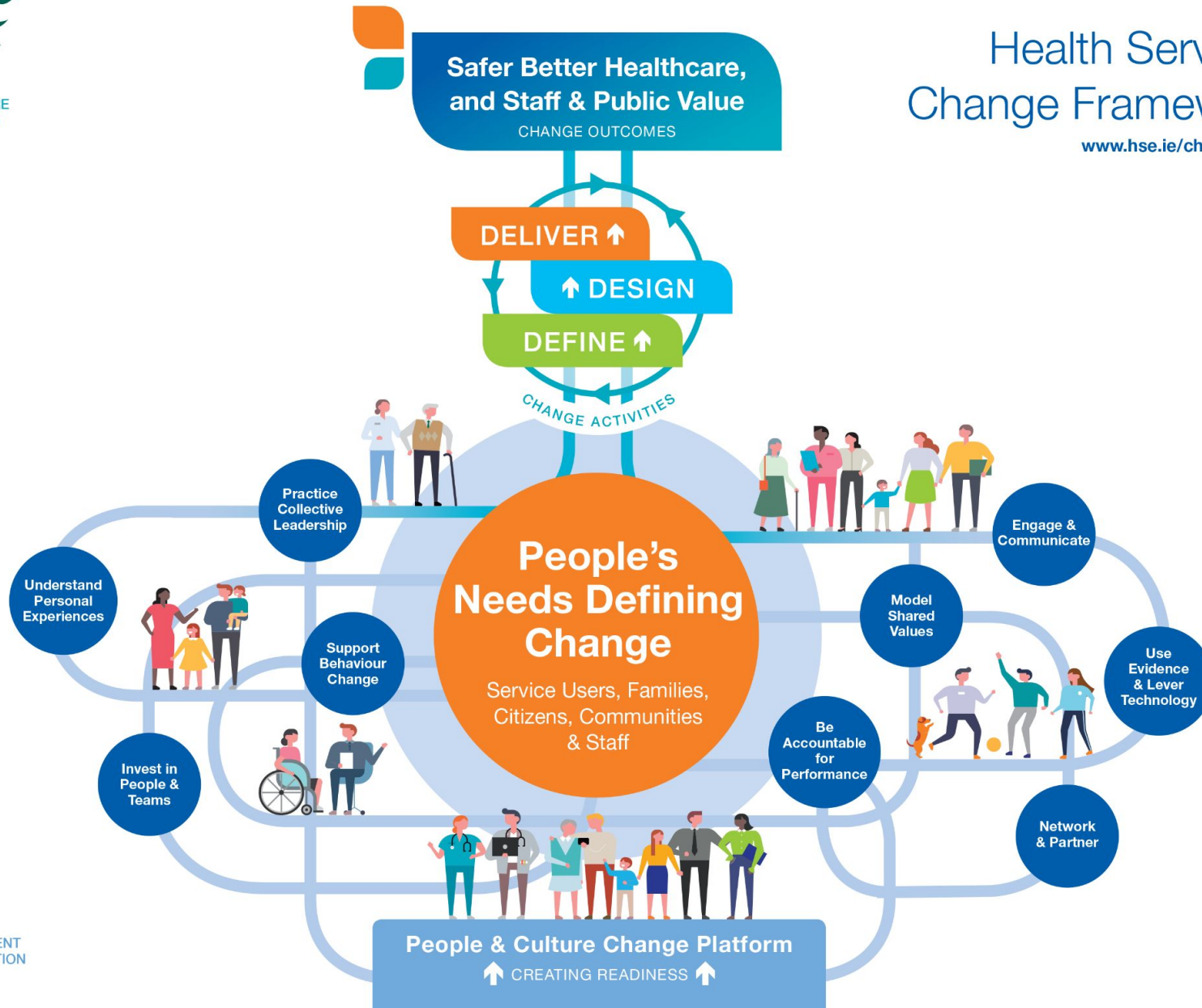
Email: changeguide@hse.ie

www.hse.ie/changeguide



Health Services Change Framework

www.hse.ie/changeguide



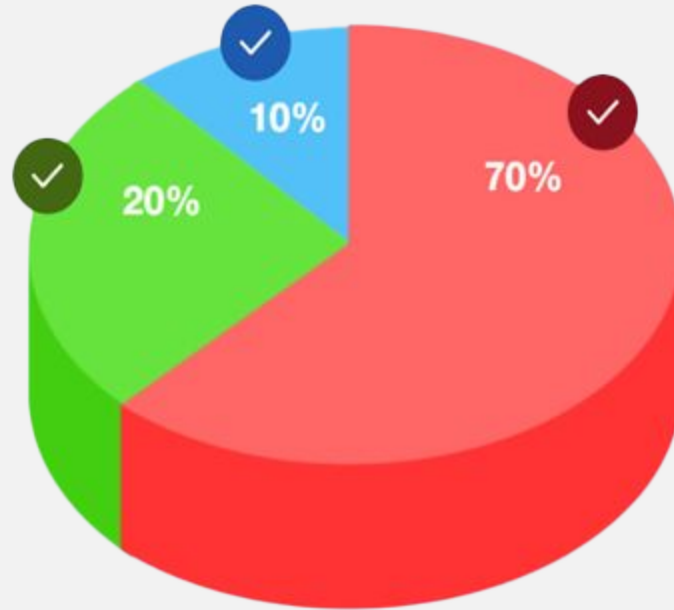
BRINGING it to LIFE!



People's Needs Defining Change
 Service Users, Families, Citizens, Communities & Staff

People at the heart of change

- Evidence is clear – we underestimate the human factors in change
- Need to **focus on people & culture change** (70%) and not just on processes (20%) & systems 10%
- Change levered from the **‘outside in’** is more powerful



70% of the focus should be on people



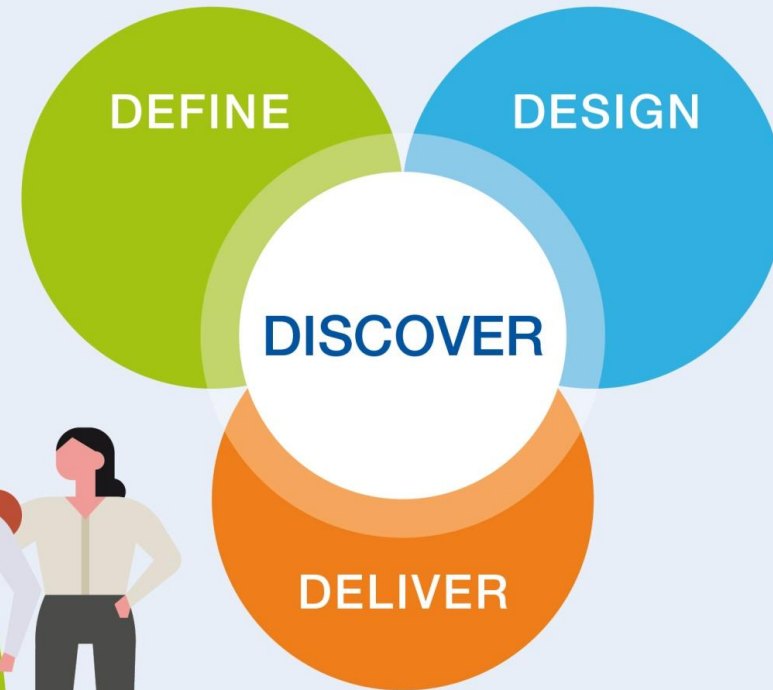
Human Centred Co-Design



What do people need?

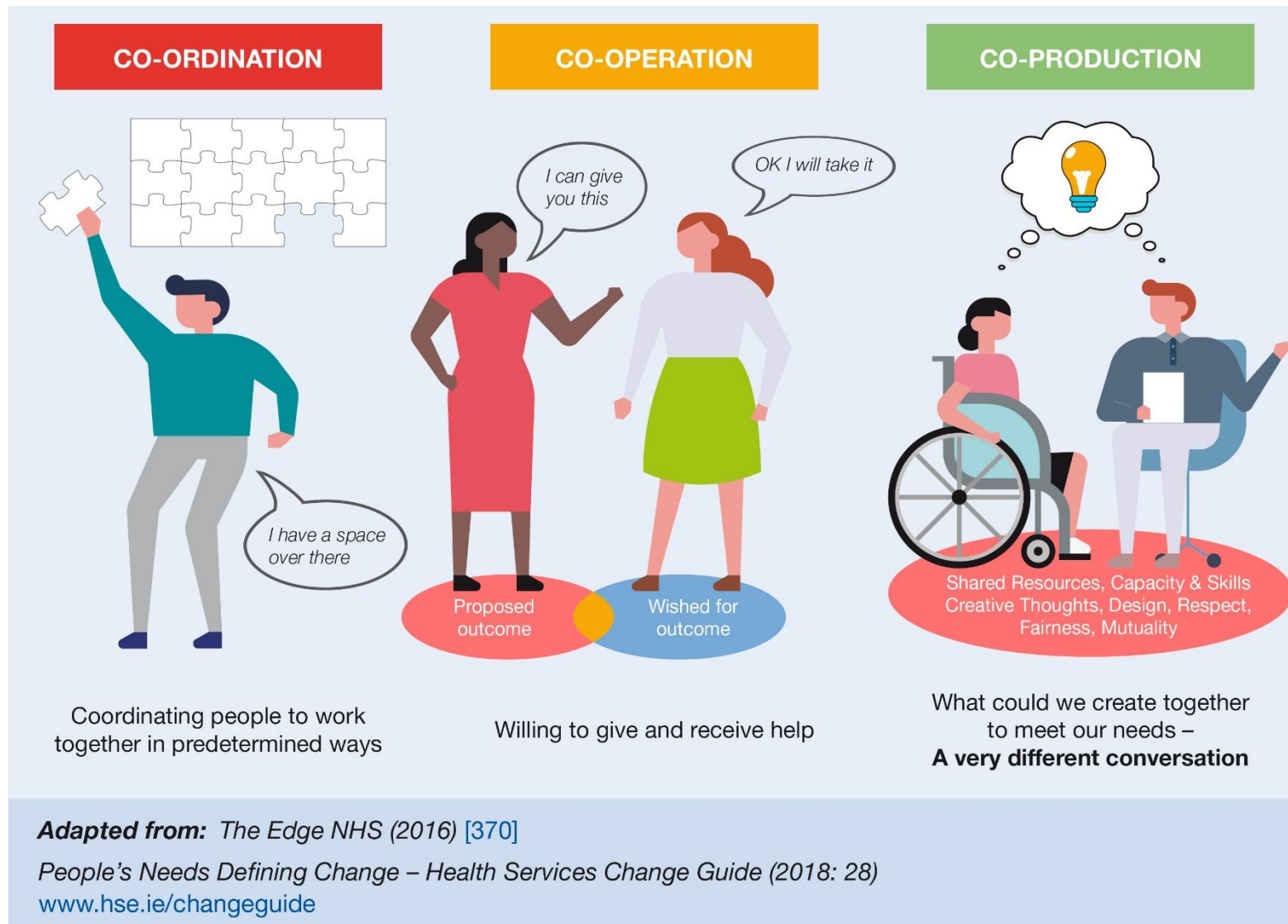
What is technically and organisationally feasible?

What is financially viable?



People's Needs Defining Change – Health Services Change Guide (2018: 73)
www.hse.ie/changeguide

Supporting different conversations – enabling integration



Shaping a culture of people engagement for health services

Influencing and guiding new practices

Working with national and local services to build skills for people and culture change

Capacity and confidence building in co-production

Advocate for pro-active, meaningful engagement and partnership activity, to inform change and service improvement from the beginning of a programme of work

Share learning and networking

Share stories demonstrating good practices for stakeholder inclusion
Lever partnerships to influence change



Building skills for people and culture change



The banner features a photograph of healthcare professionals in a meeting on the left. On the right, a blue background contains the HSE logo, the text 'People's Needs Defining Change HEALTH SERVICES CHANGE GUIDE', the title 'Change Guide in Action', the subtitle 'Interactive Workshop', and icons for a headset, lightbulb, and laptop. The email 'changeguide@hse.ie' is listed at the bottom.

Change Guide in Action

- Peer Learning Space
- Case examples of people-centred approaches to change
- Facilitated and self-directed learning
- Building confidence for trying new ways of working
- Access to resources and tools



The banner features a photograph of people working around a table with sticky notes on the left. On the right, a blue background contains the HSE logo, the text 'People's Needs Defining Change HEALTH SERVICES CHANGE GUIDE', the title 'Change Consultation Clinic', the subtitle 'Virtual Learning Space', and icons for a headset, lightbulb, and laptop. The email 'changeguide@hse.ie' is listed at the bottom.

Change Consultation Clinic

- One-to-one learning space
- Change coaching and mentoring
- Leadership development for people and culture change skills
- Integration of change framework into development programmes



The banner features a photograph of a laptop displaying a website on the right. On the left, a white background contains the text 'hse.ie Cúram le Eolas', the HSE logo, the text 'Seathna, Glanra, Níos Fearr le Fiancéir', the title 'Delivering Change in Health Services Complete Guide', and the subtitle 'Access and complete the eLearning programme on www.hse.ie'. The website image shows 'Introducing the Change Guide' and 'Let's get started'.

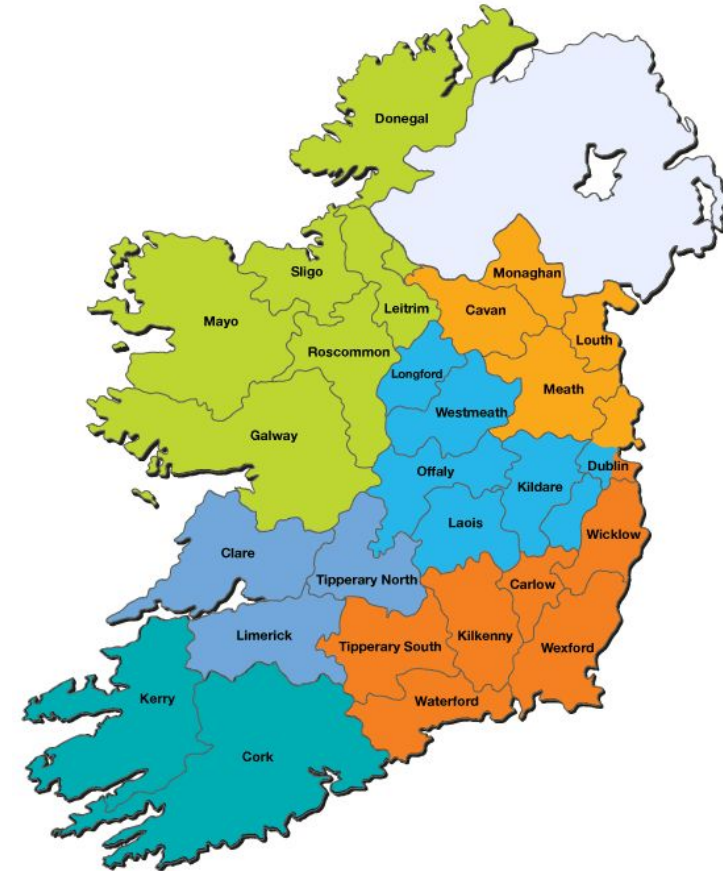
eLearning Programme

- Provides practical help with particular focus on engagement
- Supports people to consider what approaches will work best to ensure service user / patient involvement
- Advocates for community and public participation

Health Regions Opportunity for Change

Evidence on change

- Best chance of success when change is co-designed and delivered locally
- Informed by people's experiences – insights and understanding
- Taking collaborative, innovative approaches – getting the whole system in the room
- Moving towards population health focus
 - Relationship-based care
 - Place-based care
 - Joined-up care
 - Accountable care
 - Needs-based care



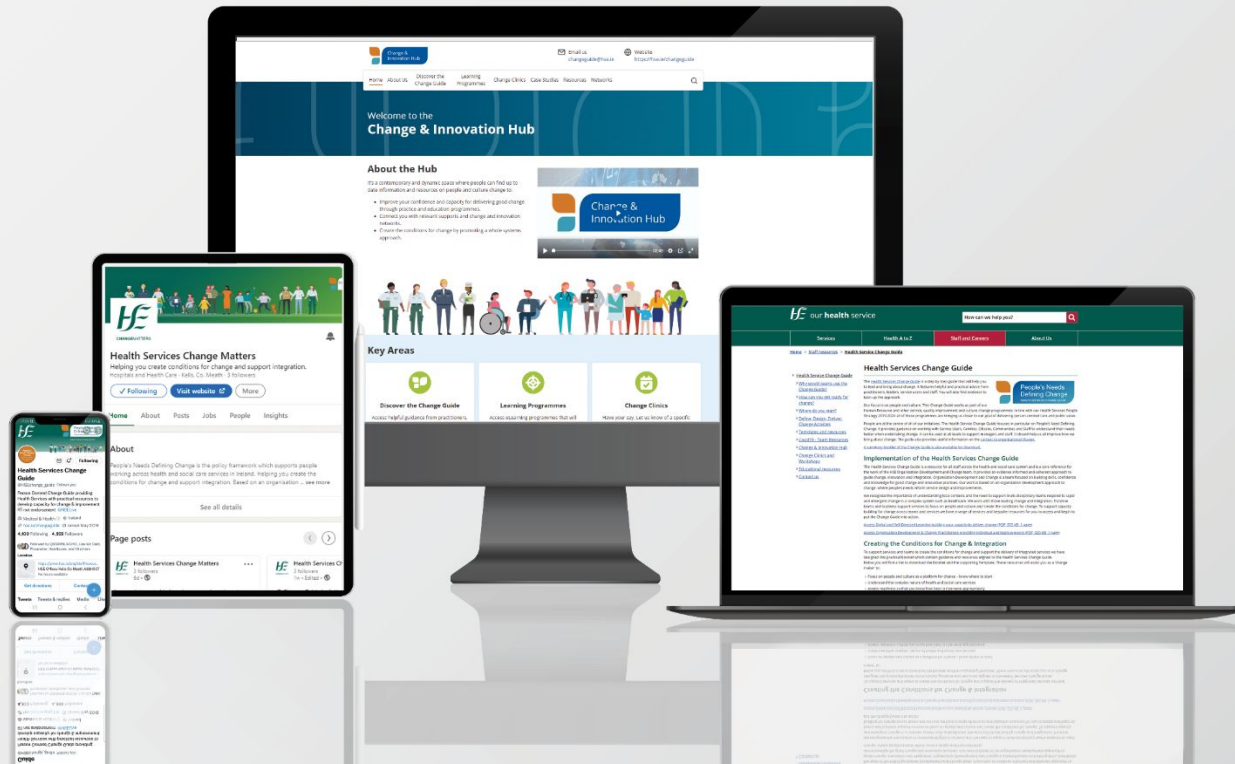
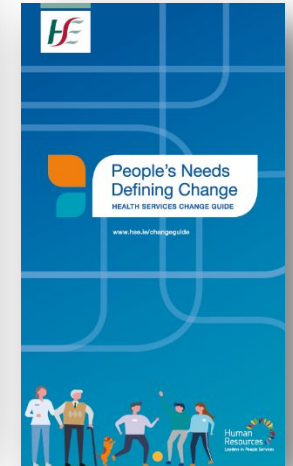
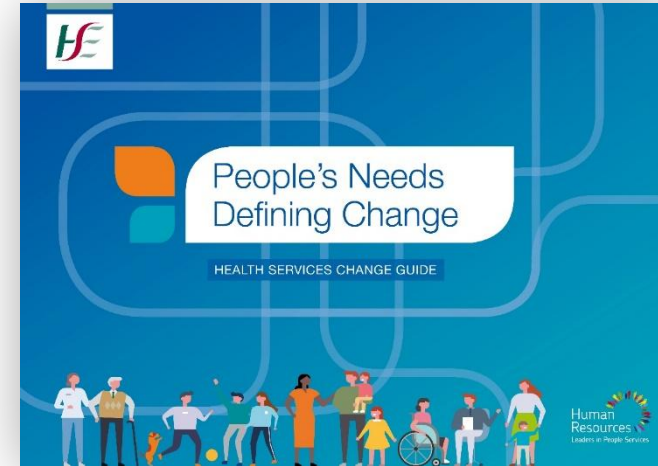
People's Needs Defining Change

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& Staff



Resources to deliver Change & Improvement

Online and in your hands



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#Integratedchange

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