Does an old process need to be changed?

Aretha Watson, Ph.D.
Rutgers University School of Nursing
What will you learn today?

- Recognize if an old process needs to change
- Learn how to connect/use data to support change
- Understand the steps needed to implement change
Guide to changing an old process

✓ Identify the PROBLEM
✓ Determine the SOLUTION
✓ Discuss the BENEFIT
What old process needs to change?
Dr. Watson’s…Three cycles to making a change

FIRST CYCLE
Follow old process

SECOND CYCLE
Now you understand old process

THIRD CYCLE
Get buy in for change
When you decide to make the change...
Ask these questions?

1. Is this the best time?
2. Is this change necessary?
3. Is this a big or small change?
4. Who will this impact?
...but, we've been doing it this way for more than 20 years and it works just fine. Why change?
Communication is important when implementing change.
You need a....
STORY TIME
SMALL CHANGES

These changes don’t need really need data they just need to be practical.

BIG CHANGES

These changes REQUIRE DATA.
“The secret of CHANGE is to focus all of your energy not on fighting the old, but building the new” — Socrates

QUESTIONS?
THANK YOU

Aretha Watson, Ph.D.
Rutgers University School of Nursing
aretha.watson@rutgers.edu