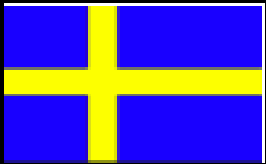


Support for implementers

14for21mar13Bris

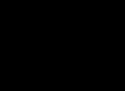


John Øvretveit,

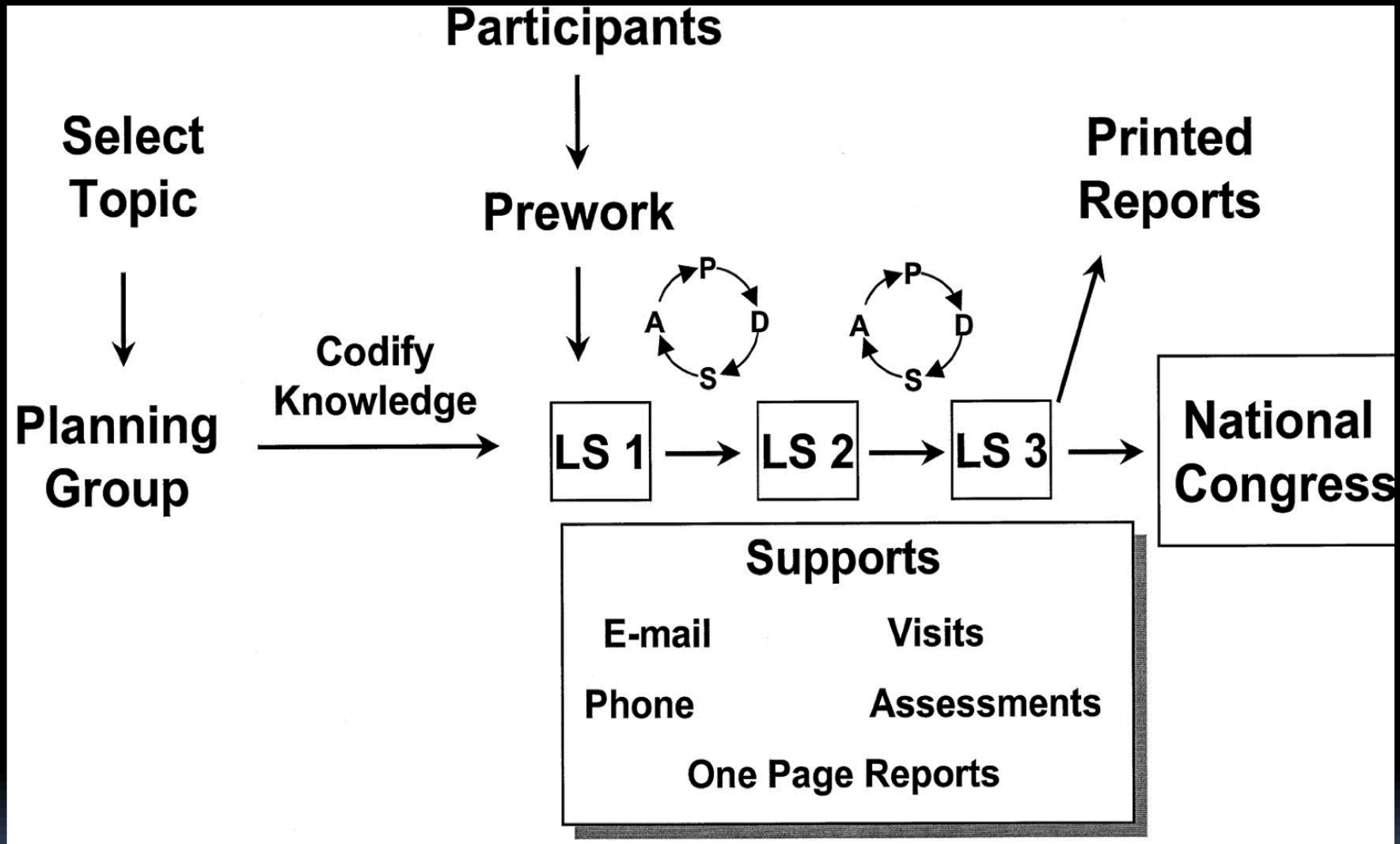
Director of Research, Professor of Health Innovation and
Evaluation, Karolinska Institutet, Stockholm, Sweden



- Example
- Effective features of example
- Questions for designing local support and large scale support



Example – Quality Breakthrough Collaboratives for provider implementation of “better way”



Effective ingredients

- Selected proven interventions
- Packaged in simple form
- Motivation from peers – who did it, and in competition
- Guidance from experts
- Requirements to take part which predict success
- Each “sending” organisation individually does not have the resources

Creating local or wide-scale support -1

- Different support for
 - One service, or small group of local ones
 - Ongoing support capacity for many types of change vs support for one type of change
 - Complex or simple change
 - Well studied change vs one specific to us

Creating local or wide-scale support -2

1) What is the “job to be done” by the support?

- Don't assume you know what people want
- People don't always know what they need, or is possible
- Ask them
- Look at what others found they needed

2) Do you fully understand the support problem?

- Explore what people would do without support
- Specify the requirements support has to meet

3) which support needed for each of 8 steps?

1. Form an “**implementation organisation**” of changers (people who need to change and their helpers)
2. Choose a **resolvable problem** many agree must be fixed
3. Find **potential solutions** with some evidence or experience
4. Assess **costs** of making the change and **savings** by whom and when, to see if
 1. a) implementable,
 2. b) sustainable

3) which support needed for

5) “**Package**” solution

- in form usable by “changers” (people to be enabled to change and those helping them)

6) Changers **adapt** the package to their resources, patients, setting features

7) Changers get **feedback** on success and revise

- (with or without support)

8) Share and help others

Questions for designing support for implementing “better ways”

- Do “changers” always need support?
 - Can some be done by issuing guidance alone?
- Where do skills and budget for support come from?
- Can existing support be used or modified? Ours or others?
- Web based resources?

Conclusions

1. Any surprises?
2. Anything useful for improvements?

which support needed for each of 8 steps?

- Implementation organisation
 - to decide who and how to set up
- Choosing
- Formulating
- Planning adaptation
- Implementation plan using proven implementation strategies
- Doing influencing
- Deciding measures for feedback
- & getting and presenting data
- Sharing experience

Resources on Johns web site folder

Download files

1 Go to dropbox: <http://www.dropbox.com/>

- User = `jovreta@aol.com` password = `aaaaaa`
- Public Folder - Click on relevant folder and download files

Summary

- If we put half of what we know about effective interventions into practice,
-then we would substantially improve health?
- Yes, No, Partially true, But it may cost more
 - Will it if we use effective implementation?
- Principles: motivation, ability, situation, triggers, rewards = MASTeR
- Effective strategies help – but choose to fit the change, the situation, and adapt or copy exactly
- Support structures and services needed to enable uptake