



BC Patient Safety
& Quality Council



ORGANIZATIONAL READINESS FOR CHANGE

Workshop Agenda

Date: October 29, 2010
Time: 8:30 am - 3:00 pm
(Breakfast available at 8:00am)
Location: Elmbridge Room
 Sheraton Vancouver Airport Hotel
 7551 Westminster Highway
 Richmond, BC

Breakfast		8:00 – 8:30 am
1. Introduction and Roundtable	<i>A quick overview of Organizational Readiness and how the workshop topics address the concept.</i>	8:30 – 9:15 am
2. Fundamentals of Large Scale Change	<i>Emerging practices from high performing health systems, as well as the application of social movement theory and building energy for change.</i>	9:15 – 10:15 am
Break		10:15 – 10:30 am
3. Culture Eats Strategy for Lunch: Understanding a Culture of Quality and Safety	<i>How does culture affect improvement efforts, and what are some strategies for understanding the culture within which we work? This session will focus on understanding and building a culture that supports improvement work.</i>	10:30 – 11:30 am
Lunch Break		11:30 – 12:00 pm
4. Leading for Change: Understanding Organizational Effectiveness and Change Models	<i>An exploration of change models and why change efforts can fail.</i>	12:00 – 1:00 pm
5. The Hard Side of Change	<i>Using a methodology called “The DICE Score” this session will focus on how to measure the factors that influence successful change. A group discussion will focus on how to improve those areas identified for improvement.</i>	1:00 – 2:00 pm
6. How Do You Know a “Large-Scale Change” is an Improvement?	<i>A review of best practices for data display, selection of indicator, and using data to drive improvement through different levels of an organization.</i>	2:00 – 2:45 pm
7. Reflections on the Day		2:45 – 3:00 pm