KNOW THE CONTEXT

Solutions

ACI Redesign Methodology

SUSTAINABILITY · IMPLEMENTATION · SOLUTIONS · DIAGNOSTICS · INITIATION

Know the context

Whether it's an idea or solution that is already implemented elsewhere, or a new solution, you will need to contextualise it to your workplace. Knowing the local context is key to designing and implementing your solutions.

Solutions

The purpose of this phase is to develop and agree on solutions to your identified problems. Solutions are generated, designed, prioritised and then tested with key stakeholders, to make sure they are effective.

Key points

1. Establish credibility

You need to gain insight into whether or not the staff or consumers believe and trust in the data and evidence for change. Test the credibility of the evidence with the staff – if it doesn't speak to them, consider how you can build the credibility. You may be able to access literature or experts. In some cases, you may need to test the change with them to gain the trust that it will work.

2. Identify resources

Identify the resources required for the change, and determine if it is feasible in the workplace. Determine what is available and the gaps in resources. Does the current physical design of the workplace need to change? Is the equipment you need in place, or are approvals required to purchase the necessary resources? You should also consider human resources and people's time and energy, which are essential for success.

3. Engage the sponsor

Explain the change in sufficient detail to enable the governance team to assist with approving the solution for the local environment. In order to make decisions, the sponsor and steering committee need to understand how the change will fit and be implemented. Make sure you have consulted frontline staff from the impacted areas so you can highlight to sponsors the potential enablers, barriers and flow-on effects.

4. Assess local context

Assess the local context before you attempt to implement change. Factors such as ward or department climate, culture and leadership engagement play a key role. Consider how the history of change adoption, networks and communication, resources and tension for change can influence how the change might be integrated into practice. Understand the factors that will promote or inhibit the change to inform the development and planning of implementation strategies.

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Considerations and tips

Don't assume just because a solution has evidence and has worked elsewhere that it will be easy to implement in any setting. Most settings have unique features.

Owning the change
Build ownership by working with local teams to design the local solutions. Inclusiveness is vital in gaining trust and engagement with the change at a local level. If the people impacted by the issue helped design the solution, they are far more likely to engage with it.

Local flexibility
Building flexibility into the change allows local teams to adapt and adjust it to fit their context. Acknowledge what is core to the change and what is flexible. If you can't involve them in the `what' to do, involve them in the `how' we will do it.
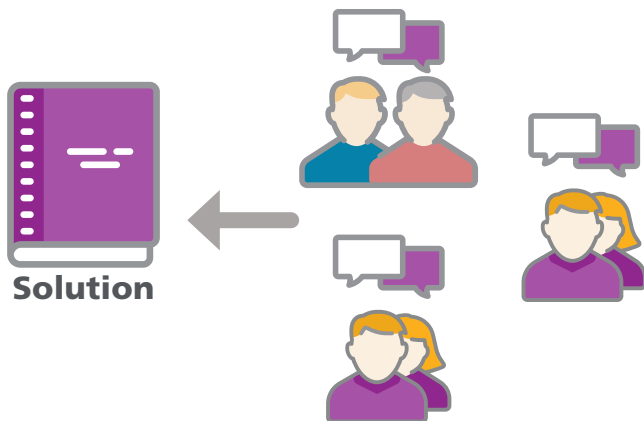
Tailor to needs
You will need to determine what local teams need in the way of procedures, education and support. Build materials and communications that are relevant to them and tailored to their needs. Pay attention to local detail and be guided by what the teams are saying and asking for.
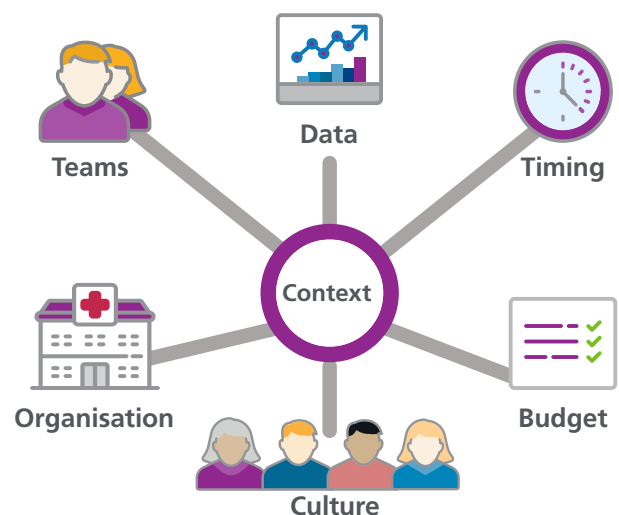
Monitor and adjust
Design how you will monitor each solution as it is implemented so you can provide feedback to the team. This ensures you are on target and helps to determine if the change is progressing within the local environment. Allow for adjustments as necessary and keep the local teams involved.

Design with the stakeholders

Build ownership by working with local teams to design the local solutions

Know the context

Further information

My Health Learning Log in Form – Redesign Solution Design (202465315)

Consolidated Framework for Implementation Research - Constructs – https://cfirguide.org/constructs/

The behaviour change wheel: A new method for characterising and designing behaviour change interventions – www.ncbi.nlm.nih.gov/pmc/articles/PMC3096582/

Next steps

Respecting the context will avoid trying to force solutions that don't fit and are 'square pegs in round holes'. Designing the solutions around the local context will set you up well to start prioritising and putting them to the test.

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