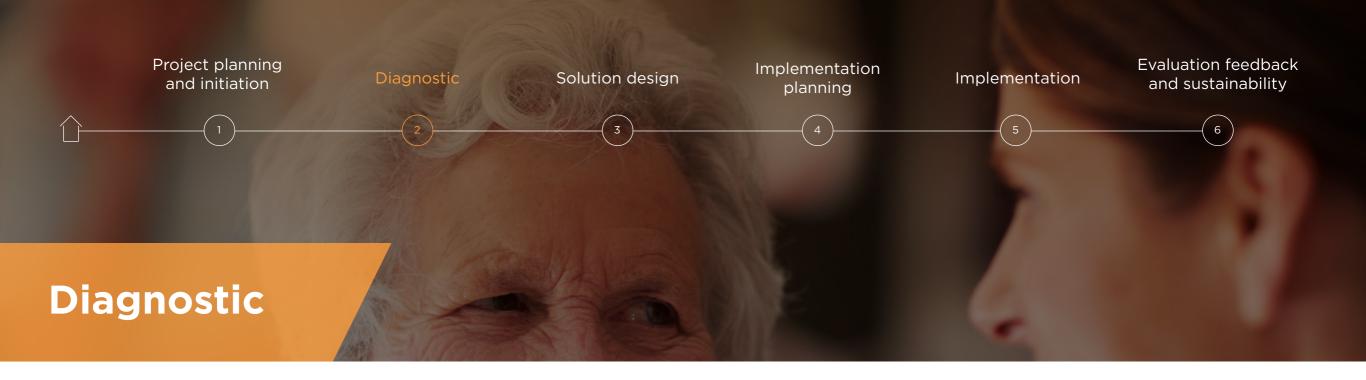


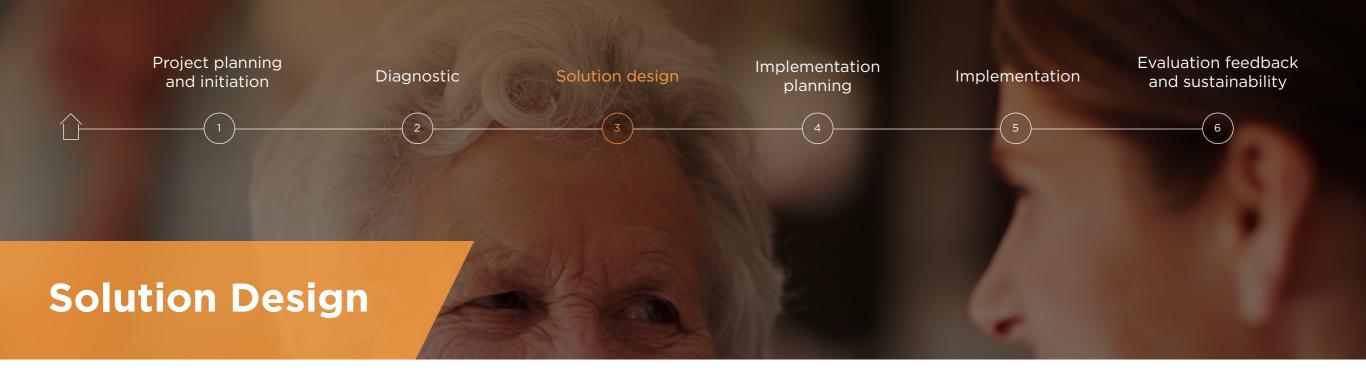
Purpose: To develop a
Project Plan for implementing
the Key Principles for Care of
Confused Hospitalised Older
Persons (CHOPs)

- 1. Define the aim, objectives and scope of the implementation project
- 2. Develop executive sponsorship and governance systems for implementation
- 3. Establish a project team including roles and responsibilities to drive implementation
- 4. Determine stakeholders and assess their readiness to be involved
- 5. Undertake an audit to assess the gaps in existing systems and identify gaps in staff knowledge and attitude using below tools:
  - CHOPs Pre-implementation Systems audit
  - CHOPs Staff questionnaire (Project team questionnaire)
- 6. Develop a comprehensive Project Plan including approach to communication to guide implementation



Purpose: To assess the current management of the older patient with confusion and identify issues or gaps against Key Principles

- 1. Undertake baseline data collection using suggested tools:
  - CHOPs Medical record audit
  - CHOPs Patient Experience Trackers (PETs) for carers
  - CHOPs Environmental audit
  - Staff knowledge and attitude questionnaire (Care of Confused Older people staff survey)
  - Systems audit
  - Additional qualitative data can be collected through staff and carer focus groups
- 2. Use A3 Diagnostic reporting tool to present the results
- 3. Identify issues or gaps in current management against the key principles
- 4. Prioritise issues or gaps in practice based on diagnostic results
- 5. Communicate the need for change



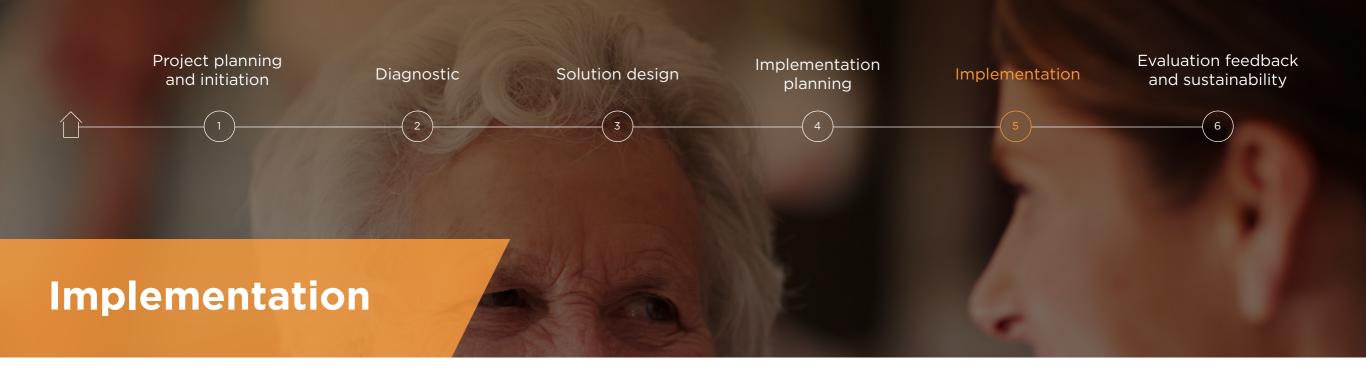
Purpose: To design and prioritise solutions to address any issues or gaps in the management of older patients with confusion

- 1. Facilitate problem solving and brainstorming with relevant stakeholders
- 2. Explore what is working at other hospitals through consultation and consider which solutions/approaches may be transferable
- 3. Identify and prioritise solutions that will address issues or gaps in the management of older patients with confusion using:
  - A3 Solution Design template
- 4. Develop a staged approach with short and long term solutions
- 5. Assess the feasibility of identified solutions, where relevant
- 6. Develop a statement of purpose/intent for implementing each solution including expected benefits and outcomes



**Purpose:** To develop a comprehensive plan for implementing solutions to meet the Key Principles

- 1. Outline the steps for implementing short and long term solutions and establish a timeline using:
  - A3 Implementation Plan tool
- 2. Define roles and responsibilities for implementing each solution
- 3. Define and agree on evaluation measures and monitoring processes
- 4. Ensure support and processes are in place to feed back information
- 5. Communicate your plan for implementing solutions
- 6. Identify and document risks to implementation and explore potential mitigation strategies



**Purpose:** To implement solutions to meet the Key Principles

- Implement the plan ensuring key project milestones are met
- Sequence and implement short term solutions, prioritise and implement longer term solutions
- Ensure regular review of implementation against key principles
- Ensure continuing support and feed back loops for stakeholders
- Update key implementation activities as required

# **Evaluation feedback and sustainability**

**Purpose:** To assess the outcomes of the implementation of the Key Principles

- Conduct a re-assessment of current practice to compare with the measures undertaken in the diagnostic phase
- Review and revise the approach to implementation
- Establish an ongoing process for review and revision to implementation
- Communicate success and outcomes to all stakeholders