GAP ANALYSIS

Diagnostics

Gap analysis

If you plan to implement an existing guideline or model of care, a gap analysis can be used to determine where your 'gaps' or needs are and what you need to change.

Diagnostics

The purpose of this phase is to gain a comprehensive understanding of the current state from different perspectives. Once you know the issues you can prioritise them and establish the root causes, so you develop the right solutions.

Key points

1. Find the gaps

Identifying gaps in current practice can provide an understanding of how your service is performing in relation to an existing best practice model or guideline. Firstly identify the core requirements of the new model/guideline. These are the elements that must be present to achieve the outcomes required. Seek expert advice or talk to others already utilising the new model. Self-assessments can be helpful and are sometimes included in models/guidelines.

2. Identify current gaps

The gap analysis is best completed with a range of stakeholders, and if possible with an independent person who knows the model/guideline in detail and can challenge assumptions and ask informed questions. Visiting other sites that have implemented the new model can also provide good information on how it is working in practice, which will help you to consider how it could work in your site.

3. Prioritise the gaps

Completing a self-assessment may help identify and prioritise what can be achieved quickly and easily (quick wins). It can also identify longer-term challenges to focus on, i.e. those that require more time, resources or training before they can be implemented. The use of a traffic light system can assist in informing stakeholders of the gaps and highlight areas requiring further in-depth assessment.

4. Do further analysis

A range of diagnostic tools and methods can be used to further understand the identified gaps between your practice and the best practice model. These may include (but are not limited to) data analysis, process mapping, interviews and a root cause analysis. The information gained through further analysis will inform what is currently working and build the case for change with your stakeholders.

Considerations and tips

Be mindful of not jumping from gaps to solutions – a little more investigation will help you choose the right solution.

The devil is in the detail

A gap analysis is a high-level tool – it doesn't get to the detail of a problem. For example, the analysis may identify a problem in a process, but it probably can't identify the specific causes of the problem. You will need to further analyse this.

Involve your stakeholders

Involve your stakeholders in helping you understand why the gap exists and what is currently happening. This will allow all of you to understand the barriers or issues that need to be managed.

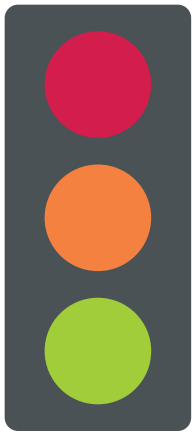
Look to success

Consult people from sites that have already implemented the change. Learn from them what worked, what they tweaked, and if it is going as expected. Building on the shoulders of giants is a good strategy for success.

Stage your approach

Don't try to address all of the gaps at once – instead, focus on 1-2 gaps that have been prioritised. Once you have successfully implemented the change, it will build momentum for the next part.

Traffic Light rating for self assessment tool

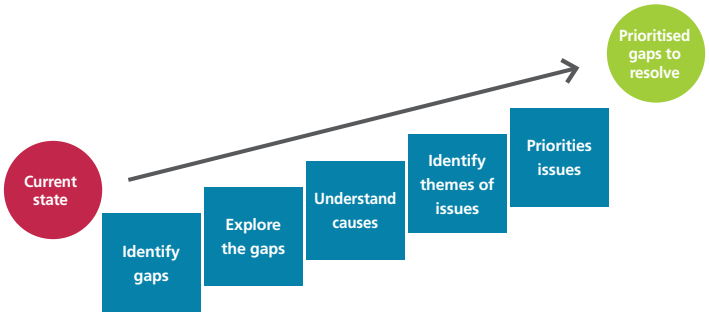


Does not meet Model of Care within current resourcing (>> meet with Executive)

Does not meet Model of Care, restructure of services is possible within current resources

Matches Model of Care

Gap Analysis



Further information

Implementation Guide: Putting a Model into Practice (Pg. 15)
– www.aci.health.nsw.gov.au/__data/assets/pdf_file/0007/291742/Clinical_Innovation_Program_Implementation_Guide.pdf

Next steps

Just like with anything else you create, it is always important that you review your gap analysis for major errors and omissions. It's a good idea to have someone familiar with the guideline or model to review your findings before you present them.

ACI_0022 [02/19]