

# LEADING CHANGE TOOLKIT™

TO HELP CHANGE AGENTS AND  
CHANGE TEAMS MAKE LASTING  
IMPROVEMENTS IN HEALTH CARE



## Knowledge-to-Action Framework worksheet: Questions to guide the assessment of barriers and facilitators

Use the worksheet below to help you brainstorm which barriers and facilitators may exist in your setting as it pertains to your change. In the final row, you can also think of barriers and facilitators of the change/intervention itself. This will help you understand the strengths and limitations of your change.

|                                                                                                                                                                                                                                                                                                                                                                              | Facilitators | Barriers | Ways to leverage facilitators or address barriers |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|----------|---------------------------------------------------|
| <p><b>Micro (individual) level</b></p> <p>Areas to reflect on include:</p> <ul style="list-style-type: none"> <li>• Health providers’ knowledge, attitudes and beliefs</li> <li>• Health providers’ competencies in carrying out the change</li> <li>• Characteristics of patients/persons and families (if applicable)</li> </ul> <p>What other areas can you think of?</p> |              |          |                                                   |
| <p><b>Meso (organizational) level</b></p> <p>Areas to reflect on include:</p> <ul style="list-style-type: none"> <li>• Leadership</li> <li>• Culture</li> <li>• Resources available</li> </ul> <p>What other areas can you think of?</p>                                                                                                                                     |              |          |                                                   |

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|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|
| <p><b>Macro (system) level</b></p> <p><b>Areas to reflect on include:</b></p> <ul style="list-style-type: none"> <li>• Whether the policies and governmental standards may become barriers for the change</li> <li>• Whether aspects of the change are in line with existing policies, government standards</li> </ul> <p>What other areas can you think of?</p> |  |  |  |
| <p><b>Characteristics of the change or intervention</b></p> <p>Areas to reflect on include:</p> <ul style="list-style-type: none"> <li>• Functions of the change</li> <li>• Aspects of the change itself</li> </ul> <p>What other areas can you think of?</p>                                                                                                    |  |  |  |