

LEADING CHANGE TOOLKIT™

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



Appendix 1: Methods of the Needs Assessment of the Leading Change Toolkit

Triangulation of focus groups, key informant interviews, surveys, and panel launch discussion

Purpose

Triangulation of focus group data, key informant interviews, surveys, and panel launch discussion was completed to provide a summary of key themes that reflect areas for consideration in the toolkit update.

Research question

What do users suggest should be considered or included in the updated toolkit?

▶ Examples:

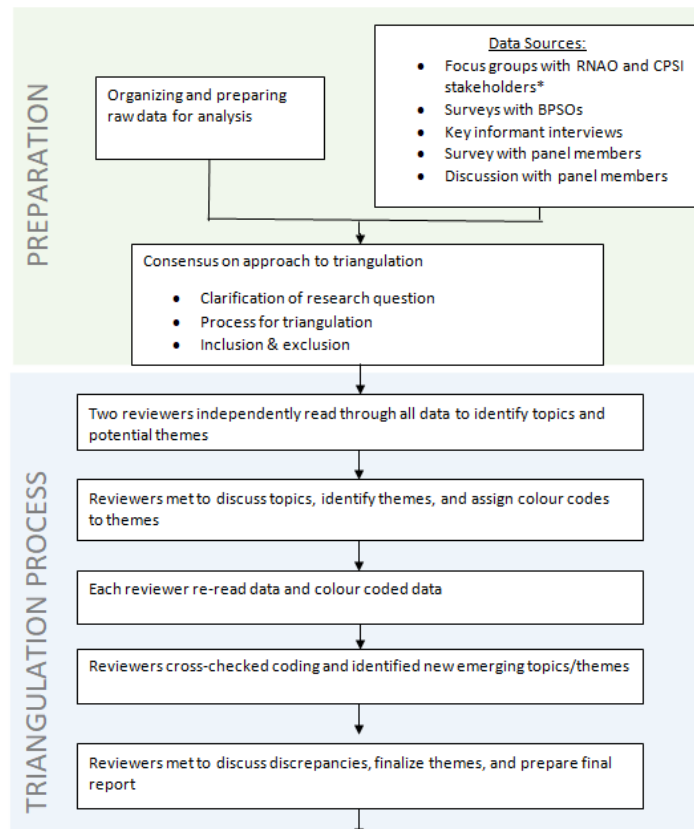
- key priority areas
- content that should be retained from the existing toolkit
- recommended resources and tools
- content missing from the existing toolkit
- challenges teams encounter regarding knowledge translation and implementation science

LEADING CHANGE TOOLKIT™

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



Methodology



Informed by Creswell, J. W., (2009). *Research design: Qualitative, quantitative, and mixed methods approaches (3rd ed.)*. Sage publications

LEADING CHANGE TOOLKIT™

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

Overview of data sources

Focus groups	BPSO survey	Key informant interviews	Panel survey	Panel launch discussion
<p>6 focus groups:</p> <ul style="list-style-type: none"> With BPSOs in all main health sectors (n=20) <ul style="list-style-type: none"> Pre-designate BPSOs Designate BPSOs Long-term care BPSOs Academic BPSOs With our LTC coordinators (n=10) With CPSI Safety Improvement leads (n=7) <p>Questions:</p> <ul style="list-style-type: none"> What to retain from the previous toolkit? What is missing from the 	<p>Online survey sent to BPSOs across Canada and internationally - <i>Total n=19</i></p> <ul style="list-style-type: none"> Canada (n=11) Qatar (n=1) Belgium (n=1) Philippines (n=1) Columbia (n=1) Spain (n=3) country not specified (n=1) <p>Settings (note: some respondents had >one setting)</p> <ul style="list-style-type: none"> Hospital care (n=13) Academic (n=4) Public health (n=4) Primary care (n=1) 	<p>2 key informants: Areas of Expertise</p> <ul style="list-style-type: none"> Research (n=1) KT; organizational collaboration for prevention initiatives (n=1) <p>Questions:</p> <ul style="list-style-type: none"> What are the biggest challenges when making practice change in your health-care setting? What information, tools or resources are essential when making practice changes? 	<p>9 respondents (Expert panel members. Role not identified)</p> <p>Questions:</p> <ul style="list-style-type: none"> What suggestions do you have, if any, for strengthening or clarifying the draft's purpose and scope? (As it relates to research questions) Are there any priority topics, content, or resources you think are essential to include in this toolkit? What do you expect this 	<p>12 panel members (plus 2 co-chairs)</p> <p>Discussion:</p> <ul style="list-style-type: none"> Toolkit Purpose and scope Operational definitions (as related to research questions) Desired outcomes

LEADING CHANGE TOOLKIT™

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

<p>previous toolkit?</p> <ul style="list-style-type: none"> • What additional information, tools, or resources would you recommend? • What are the biggest challenges you face with making practice changes? 	<p>Questions:</p> <ul style="list-style-type: none"> • What to retain from the previous toolkit? • What is missing from the previous toolkit? • What additional information, tools, or resources would you recommend? • Other suggestions (e.g., ways to improve the toolkit)? 	<ul style="list-style-type: none"> • Any key resources you would recommend to support practice change? • What would you like to see in the new toolkit? • Last thoughts for us to consider when developing the toolkit? 	<p>toolkit will achieve?</p> <ul style="list-style-type: none"> • Do you have any other comments? (for example, is there anything missing? priorities for the project)? 	
--	---	--	--	--