

# Change Management Model

Our team uses a Change Model that reflects leading practices and incorporates improvements based on feedback from clients and team members. This enables us to customize your experience while ensuring consistency when managing change.



## **Discovery, Stakeholder Engagement and Initiation**

During these initial stages, we are working closely with stakeholders to understand organizational culture, priorities, and readiness to move forward with implementing the available digital health solutions.



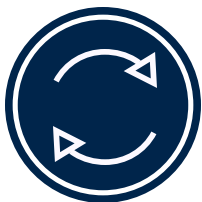
## **Implementation Planning and Support**

We impart knowledge and specific skills among stakeholders to promote solution adoption that is tailored to the individual needs of health service providers. With the strategic elements addressed, focus shifts to core change management activities, including workflow analysis, communications, documentation development and end-user training.



## **Transition to Sustainability, Monitoring and Evaluation**

Throughout implementation, we track results to ensure change activities are effective and continue to meet the needs of health service providers. Once changes proves the new norm, knowledge is transferred to providers for ongoing sustainability. Regular touchpoints are held to identify additional support needs, and to ensure awareness of the continual evolution of the digital health solutions.



## **Continual Improvement and Capturing Clinical Value**

We are always learning from our customers and users. On occasion, we are able to capture and understand the clinical value that digital health solutions provide to end users. In these instances, we document the implementation experiences, via a Benefits Realization case, enabling best practice sharing with peers and health service providers across health sectors.

## Contact Us

For more information about implementing and advancing the effective use of digital health, call: 905.521.2100 x44990 or email: [info@HITSeHealth.ca](mailto:info@HITSeHealth.ca)