

Leading Change, Adding Value

Case Study Template



Leading Change, Adding Value is the national framework for all nursing, midwifery and care staff that can be used to lead on delivering the “triple aim” measures of better outcomes, better experiences for patients and staff, and better use of resources. It highlights the need to focus on unwarranted variation – differences in health and care outcomes, patients’ experience and use of resources that cannot be justified by reasons of where we live, population type or infrastructure.

The concept of unwarranted variation is a helpful way to focus on delivering the right care in the right place at the right time. Changes made in this way can be small or large scale changes. They often start as an observation made by a member of staff which leads to questions about whether there might be a ‘better’ way to do things. There are some reasons why health and care outcomes may vary over which we have no control; however unwarranted variations are those which we could change if we chose to. They can be a sign of poor quality care, missed opportunities and waste and can result in poorer outcomes, poorer experience and increased expense.

We are collecting case studies, as best practice examples, to showcase work that has been undertaken or is in progress that demonstrates how Leading Change Adding Value is being put into practice, addressing unwarranted variation.

Short Case Study Title	Please complete all questions in this table	Office Use Only Meets requirements [Yes(Y)/No(N)/Partial(P)] – If N/P provide comment
Please provide a brief overview of your organisation/department (including listing your role and organisation).		Y/N/P
Where to look (unwarranted variation) How did you identify a need for change? What prompted the project?		Y/N/P
What to change What were things like before the change? What did you identify that needed to change? What did the research literature / clinical evidence tell you about what it should look like?		Y/N/P

Short Case Study Title	Please complete all questions in this table	Office Use Only Meets requirements [Yes(Y)/No(N)/Partial(P)] – If N/P provide comment
<p>How to change How did nursing, midwifery or care staff lead the change that was made? What did you do differently? What action was taken?</p>		Y/N/P
<p>Your results How did you measure success? What metrics were used to demonstrate success? Describe the success of the change you made/are making, based on the triple aim outcomes of LCAV:</p> <ul style="list-style-type: none"> • Better outcomes • Better experiences (patients and staff) • Better use of resources 		Y/N/P
<p>What has the impact been for patients? Have you had any patient / family feedback since the change?</p>		Y/N/P
<p>The 10 Commitments Which of the 10 commitments does this work support and how are you and your colleagues bringing these to life?</p>		Y/N/P
<p>Sharing the learning What did you learn from the experience? What were some of the challenges in the change process? What advice would you give others?</p>		Y/N/P
<p>What is happening now? What is the current situation in your department / organisation following the work around unwarranted variation?</p>		Y/N/P
<p>Please include contact details should we require further information.</p>		Y/N/P

Please submit completed case study templates to Katie Taylor, Project Manager via Katie.taylor38@nhs.net

We will review all case studies that are received to assure quality and contact you within 10 working days to confirm whether we would like to publish your case study on our website. We may request to edit/re-write your study for consistency or **contact you with regards to making a film.**

Unfortunately we cannot guarantee that we will publish all case studies received.

Please note if your case study is chosen we will require consent from your organisation to publish it.

Thank you for your case study submission.

Office Use Only	
Date received	
Date of reply acknowledging receipt	
Initial review Date: By whom:	Proposed Outcome (please indicate): Film / written case study / more information needed / decline
Comments / feedback required / action taken:	
Follow up with submitter required (Y/N)	
Final Review Date By whom:	Final Outcome decision (please indicate): Film / written case study / decline
Submitter notified of outcome Date:	