

IHealth change journey roadmap

Clinical Leader

Learning about IHealth: Change is on the way

IHealth is a big change... how do we tackle it on our team?

- Learn what IHealth is about and 'why' it's happening
- Share IHealth updates and timelines with your team
- Ask and answer initial questions about IHealth
- Encourage team to attend kick-off activities and meetings
- Identify and encourage potential Peer Mentors

We're going to find out why this change is coming.

Connect to Purpose: "Why IHealth?"

Getting curious, building momentum

- Learn about and share information on how the change impacts patients and their care
- Take part in readiness surveys and encourage team to participate
- Attend change management coaching sessions to learn how to best support my team
- Put up IHealth posters, forward email updates, share link for IHealth website

Together we will be part of a successful change.

Testing skills, gaining confidence

I'm learning how it works and encouraging the team to try it out.

- Complete the training modules
- Check in with team regularly for progress on training
- Take time one-on-one to help less confident team members
- Connect Peer Mentors to team for ongoing support
- Review workflow with team in new system

Go-Live

Ongoing learning and feedback

- Connect team member to Clinical Informatics for Skills Sharpener sessions
- Share and discuss results of readiness and post-activation surveys
- Encourage early adopters to become Peer Mentors for future activations

IHealth website:
ihealth.islandhealth.ca

- Learn more about the IHealth project
- Access resources
- Connect with IHealth team

Our team is digging in and we're getting more comfortable through our learning.

Learning becomes practice

Tips, advice and skill sharpening

- Rounding to support team progress, gather feedback
- Seek and offer help to team members from Peer Mentors and Clinical Informatics
- Attend weekly Unit Council meetings with project teams and leadership
- Arrange small celebrations across shifts to mark progress

We're live and making progress as a team. That's worth celebrating!

Refining and improving

Confidence and efficiency builds

- Encourage team to reach out for support when needed
- Provide team with ongoing IHealth tips and refreshers
- Arrange a group Skill Sharpener session
- Encourage team to provide feedback and ideas in post-activation surveys

The tips and tricks we're learning are making this quicker and more proficient.

Signs of success:

- Speed and efficiency in using system
- Patients have positive feedback
- Quality and safety of patient care improves
- Collaboration with other providers on patient care becomes more efficient