
Kidney Quality Improvement
Partnership (KQuIP) #KQuIPYH

QI training Day 3
Maintaining Momentum

11th December 2019

Kidney Quality Improvement
Partnership (KQuIP) #KQuIPYH

Transition and Change

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Williams Bridges Transition Model

How are you feeling?



happy



embarrassed



scared



nervous



goofy



surprised



quiet



annoyed



cool



sad



tired



excited



bored



sick



frustrated



angry



funny



proud

About the model

3 stages

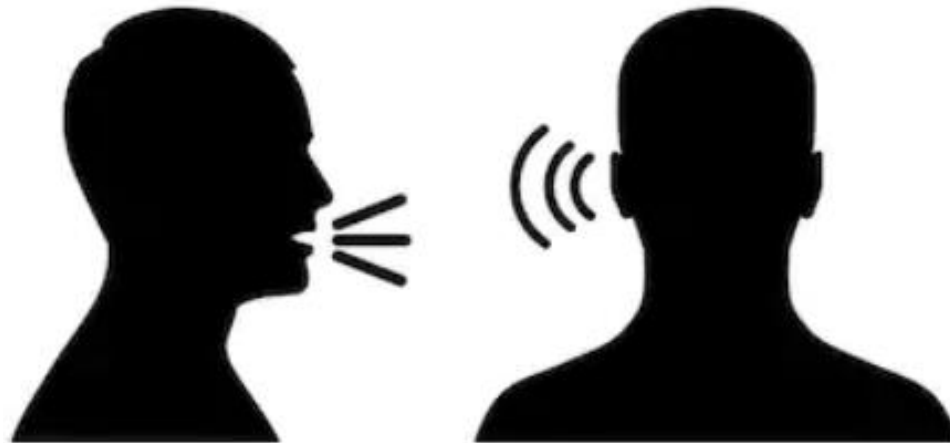
1. Ending/ losing/ letting go
2. The neutral zone
3. The new beginning

Stage 1 – Ending/ losing/ letting go



Stage 1 – Ending/ losing/ letting go

How can you guide your people through stage 1



Stage 2 Neutral Zone



Stage 2 Neutral Zone

How can you guide your people through Stage 2



Stage 3 New Beginning

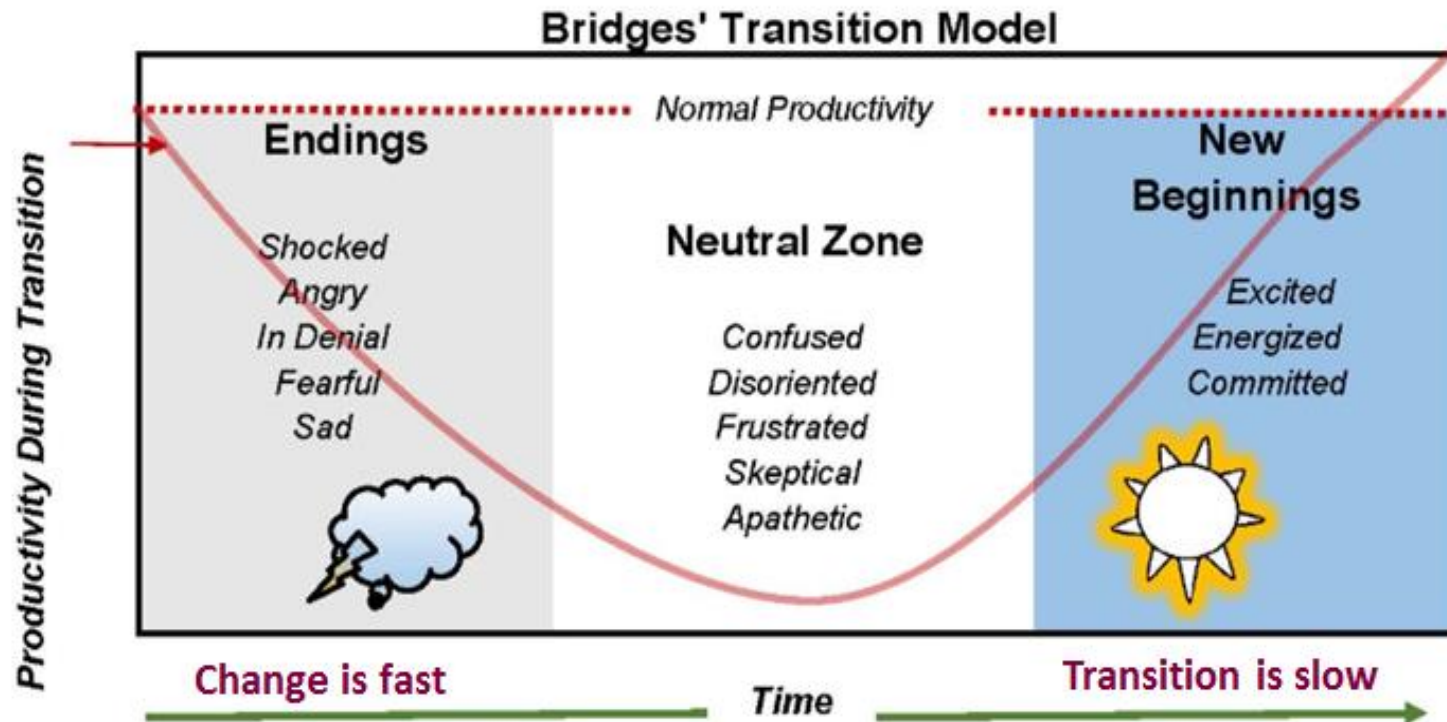


Stage 3 New Beginning

How can you guide your people through the new beginning



Bridges' Transition Model



Adapted by Career Vision from
Managing Transitions: Making the Most of Change (W. Bridges, 1991).

Bridges Transition of Change Model

STEPS	FOCUS	PLAN
Ending	What is being changed and how do employees feel about this change	
	Outline how you will present the change to employees and mitigate negative emotions	
Neutral	What are you going to do to ensure clarity and assist your staff in the post change environment?	
	Outline how you will meet with and set small, easily attainable goals to motivate your staff	
New Beginnings	How are you going to reward employees for all their effort in the difficult time?	
	Outline how you can communicate and share the success that are a result of the change	

Communicating/ Engaging staff for the new beginning

What is the message	Who is the message for	Who gives the message	Time frame (When)	Hot topic
<i>Use the sonosite scanner before contacting vascular access clinical nurse specialist</i>	<i>Unit nurses</i>	<i>Renal specialist nurses</i>	<i>Safety huddles</i>	<i>Patient experience</i>