

Health Services Change Guide Conceptual Framework¹

People's Needs Defining Change

OD Approach

People Centred

Values driven, relational, co-design

Ackerman Anderson & Anderson Burke & Litwin

> **Cummings & Worley** Drucker, P.

French, Bell & Zawacki

McAuliffe, E. et al.

Peck, E.

Plsek & Greenhalgh Snowden, D. Taylor-Pitt, P.

Process Steps

Define. Design. Deliver Human centred design

Ackerman Anderson & Anderson Burke, Morris & McGarrigle Fisher, Rayner & Belgard Iles & Sutherland

> Kotter . J. Lewin, K.

Pirinen, A.

Outcome Focused

People & Culture 9 priority indicators Whole system thinking

Bridges, W.

Cameron & Quinn

Heimans & Timms Johnson, G.

Kübler-Ross, E.

Leiter, M.

McCormack & McCance

Schein, E.

Senge, P.

Ulrich, D.

West. M.

Wheatley, M.

Wilber, K.

Health Service Outcomes

Safer Better Healthcare

Staff & Public Value

Ganz, M. Moore, M. O'Connor, N. Taylor, J.

Implementation Focused - Evidence Informed - Complex Adaptive System

¹ Understanding Change in Complex Health Systems – a review of the literature on change management in health and social care 2007-2017. People's Needs Defining Change - Health Services Change Guide 2018 - Bibliography.





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Conceptual Framework¹ People's Needs Defining Change **People Centred Process Steps Outcome Focused Health Service Outcomes OD Approach** Define, Design, Deliver Safer Better Healthcare **People & Culture Human centred design** 9 priority indicators Values driven. relational, co-design Whole system thinking Ackerman Anderson & Anderson Ackerman Anderson & Anderson Bridges, W. Burke & Litwin Burke, Morris & McGarrigle Cameron & Quinn Staff & Public Value **Cummings & Worley** Fisher, Rayner & Belgard Heimans & Timms Drucker, P. Iles & Sutherland Johnson, G. Kübler-Ross, E. French, Bell & Zawacki Kotter, J. McAuliffe, E. et al. Lewin, K. Leiter, M. McCormack & McCance Peck. E. Pirinen, A. Plsek & Greenhalgh Schein, E. Snowden, D. Senge, P. Taylor-Pitt, P. Ulrich, D. Ganz, M. West, M. Moore, M. Wheatley, M. O'Connor, N. Wilber, K. Taylor, J. Implementation Focused - Evidence Informed - Complex Adaptive System

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