**REDESIGN** — *Centre for Healthcare Redesign - Methodology*

| Project Initiation & Start-up | Diagnostics | Solution Design | Implementation Planning | Implementation Checkpoints | Evaluation Sustainability Knowledge Sharing |
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**Purpose**

| To develop the project scope and set up project, change, communication and stakeholder management plans | To collect and assess critical data about processes, patients and staff. Identify key issues to be resolved and build the case for change | To design and prioritise solutions to issues and build stakeholder support | To develop a comprehensive plan for implementing solutions and measuring benefits | To implement solutions and confirm that benefits are being delivered | To identify ways to improve the process, share lessons and drive sustainability |
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| • Project Management | • Process Mapping | • Literature Search for Best Practice Solutions | • Implementation Plans for Quick Wins | • Implement Quick Wins | • Post Implementation Evaluation |
| • Project Objectives & Measuring Benefits | • Diagnostic Tools & Techniques | • Facilitated Problem Solving & Brainstorming | • Business Cases | • Implement all Solutions | • Review & Redesign of Unsuccessful Initiatives |
| • Project Scoping | • Staff Interviews | • Solutions Identification | • Implementation Teams | • Trouble Shooting | • Continuous Cycle of Redesign – Sustainability |
| • Governance & Reporting | • Patient Interviews | • Cost/Benefit Analysis of Solutions | • Change Readiness Assessment | • Coaching & Support | • Sharing of Knowledge |
| • Roles & Responsibilities | • Patient Tag Alongs | • Prioritisation of Solutions | • Sponsorship Roles & Responsibilities | • Monitoring and Reporting | • Writing For Publication |
| • Project Deliverables & Scheduling | • Data Collection & Analysis | • Detailed Solution Statements | • Project, Stakeholder, Communication & Change Management Plans | | |
| • Project Costs | • Baseline KPI's | • Develop Quick Wins | • Performance Management | | |
| • Risk Management | • Issues Identification | | • KPI Definition & Measurement Plan | | |
| • Change Management | • Issues Prioritisation | | • Piloting Initiatives | | |
| • Stakeholder Management | • Root Cause Analysis | | | | |
| • Communications Management | • Building the Case For Change | | | | |

**Project + Change + Stakeholder + Communication Management**