



Healthcare System Masters the Overwhelm of Too Much Change

With an initial count of over 200 change initiatives, a major provincial healthcare system uses the Change Leader’s Roadmap Methodology to reduce and streamline initiatives and integrate their efforts. They significantly increase their expertise in leading change, producing a significant increase in results while reducing risk and overall stress in the organization.

BREAKTHROUGHS

- Enterprise Change Leadership
- Capability Development
- Develop Conscious Change Leaders

“Being First has guided our senior leadership through training and working sessions that tremendously improved our planning process and ability to manage our strategic change initiatives more effectively. They supported us to generate honest and constructive input from our leaders, and greatly enhanced the capacity and capability of the organization to succeed at change.”

CEO, Provincial Healthcare System

Challenge

The executives of a major provincial healthcare system were acutely aware that too much change was going on in their organization. They were concerned about burnout among their clinical and administrative staff, failure in their key change initiatives, and the integrity of their operations with so many changes underway.

They initially counted over 200 hundred initiatives! Through a sorting and prioritization process, they reduced the

number to 58, which was still an overwhelming number of projects to undertake with success.

The leaders engaged Being First to help them manage capacity by further reducing and streamlining the number of initiatives, developing expertise in leading change, and establishing a system to manage the number of changes as an embedded leadership process and skill.



Solution

We partnered directly with the CEO who was deeply concerned and supportive of this effort. We provided an assessment of their change history to pin-point the patterns and risk factors in how they were currently leading change. We reviewed the results – which were all sub-par – with the senior leadership team as a part of their introductory training in Conscious Change Leadership.

The leaders' insights prompted them to commit to a three-fold process: 1) further reduce the number of initiatives they were asking of the organization; 2) design an Enterprise Change Agenda system to manage how projects got determined, prioritized, sequenced, paced, resourced, and monitored across the organization; and 3) up-level the approach to leading change on their existing priority projects.

After training the senior leaders, we trained the change leaders and project teams of their current initiatives and supported them to learn, tailor, and apply The Change Leader's Roadmap methodology, which the organization licensed. We coached them to build an effective Enterprise Change Agenda system for managing capacity in their organization.

Results

- ▶ Reduced the number of initiatives to 32, and then further clustered into 8 sub-categories to be better managed.
- ▶ Improved success on projects, with greater adoption and sustainment of results.
- ▶ Improved leadership sponsorship, communications, and engagement on all projects.
- ▶ Dramatic reduction in change leadership risk factors.
- ▶ Significantly improved ability to manage the quantity of change, their capacity load, and ensure greater results.
- ▶ Created system-tailored best change practices that were supported by the CEO and all senior executives.
- ▶ Reduced stress in the organization.
- ▶ Saved millions of dollars in what would have been failed change efforts

ABOUT BEING FIRST

Being First is a Breakthrough company, providing advanced expertise in personal and organizational transformation since 1988. We open leader's minds, develop their self-mastery and equip them with the advanced Conscious Change Leadership skills to transform themselves, their organizations, communities and cultures.

As Strategic Advisors to the C-Suite, we provide an integrated System of Transformation that builds transformational leadership capability by providing your leaders with the consulting, training and development, coaching, methodology, tools and assessments to perform optimally and Achieve Breakthrough.

For more information, BeingFirst.com or call us at +1 970.385.5100.

Working with the director of change, we designed a process to:

- ▶ Determine criteria to select and prioritize strategic change initiatives
- ▶ Create an initiative proposal template that all upcoming projects would complete to be considered
- ▶ Establish a phase-gate and review process through which key projects would be prepared, monitored, and course corrected as they were designed and implemented
- ▶ Design the meeting membership, agendas and format to optimize the process and review it with regular cadence
- ▶ Determine the implementation strategy for all the above

We provided training, feedback, coaching and oversight as they proceeded with this work. Our intent was to support them to do this work for themselves so they could carry it on without needing ongoing support.