1. Establish urgency

Patient  Clinician  Administration

2. Create guiding coalition (who and why)

______________________________  Self
Change Agent

______________________________  ____________________________

______________________________  ____________________________

______________________________  ____________________________
3. Develop a change vision

4. Communicate vision (how do people view the world?)

- Show me the data
- Tell me a patient story
- It’s the right thing
- Let’s have a little fun!
- Just tell me what to do
- I’m in... what’s next?
5. Empower action (and remove obstacles)

<table>
<thead>
<tr>
<th>MOTIVATION</th>
<th>ABILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>PERSONAL</td>
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<tr>
<td>SOCIAL</td>
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<tr>
<td>STRUCTURAL</td>
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</tbody>
</table>

6. Create quick wins (low hanging fruit)

<table>
<thead>
<tr>
<th>GOAL</th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>MEASURE</td>
<td>Specific</td>
<td>Measureable</td>
<td>Attainable</td>
</tr>
</tbody>
</table>

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7. Build on the change (process and impact)

*What is going well? How do you know?*

*What is not going well? How do you know?*

*Do more of what is going well!*

8. Make it stick (sustain the changes)