

## HealthChange® Practice Leader Support Program

### In-house HealthChange® practice change champions

### Promote practice change sustainability with a HealthChange® Practice Leader Support Program

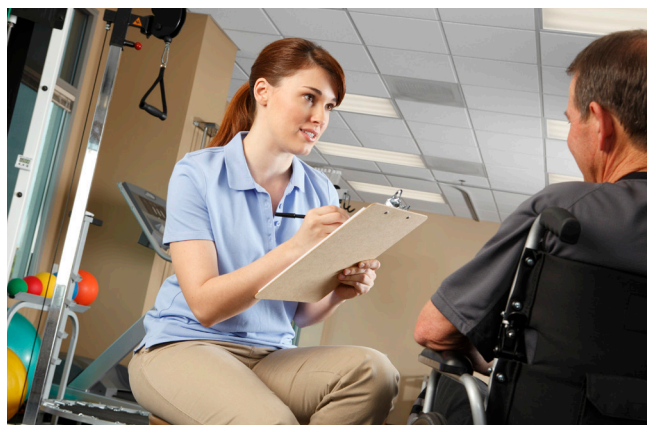
The HealthChange® Practice Leader Support Program is an organisational capacity building solution. It provides planning, guidance and ongoing support for key line managers and clinicians within teams, programs or health services to assist sustainable practice change using HealthChange® Methodology and promote ongoing skills development in staff that have completed HealthChange® training.

The HealthChange® Practice Leader Support Program is integral to HealthChange Australia's Integration Support Package that allows health services to operationalise patient-centred care, health literacy, behaviour change and self-management support within their service delivery.

Line Managers are assisted to plan HealthChange® Methodology implementation strategies within their teams and HealthChange® Practice Leaders are supported to provide input to implementation strategies and transfer knowledge and understanding of the use of adapted tools and protocols to their team members.

HealthChange® Practice Leaders are further supported to:

- Develop their own knowledge and skills in using HealthChange® Methodology.
- Provide HealthChange® skills development support to co-workers and other staff that have attended HealthChange® training.
- Facilitate short presentations or demonstrations of the use of HealthChange® Methodology within the organisation, for staff who have *not* attended HealthChange® training.



### Practice Leader Group Requirements

HealthChange® Practice Leader cohorts ideally have a minimum of 4 Practice Leaders so they can support each other and offer sustainability to the organisation. Each cohort is capped at 8 Practice Leaders.

Gaining HealthChange® Practice Leader Accreditation and acting as a HealthChange® Practice Leader within an organisation requires dedicated work and time commitment from Practice Leaders and from their Line Managers. Therefore, it is critical that Senior Manager and Line Manager support is provided to ensure that sufficient time is allocated to this role in addition to regular duties. As a guide, 0.1 FTE is recommended.

### Planning and Implementation Process

#### Prerequisites

1. Practice Leader attendance at HealthChange® Core Training Part 1 (2-day workshop).
2. Practice Leader attendance at HealthChange® Core Training Part 2 (1-day workshop) within the previous 6 months to ensure they are familiar with using the latest HealthChange® tools, processes and language.
3. Line Manager attendance at HealthChange® Core Training for Managers to provide familiarity with HealthChange® Methodology and implementation challenges and opportunities.

## **Embed patient-centred care ~ Improve client outcomes Increase frontline worker confidence and satisfaction**

### **Planning Phase and Practice Leader Accreditation**

1. Attendance by Practice Leaders and their Line Managers at a 1-day HealthChange® Methodology Implementation Planning Workshop delivered in-location for the organisation. Senior Managers are invited to attend to provide management input to planning processes. The outcome of the workshop is a draft Project Plan to support the implementation of HealthChange® Methodology within the organisation.
2. Submission of the final Project Plan by Practice Leaders and Line Managers four weeks after the Implementation Planning Workshop.
3. Formation of a Community of Practice amongst Practice Leaders within the organisation to facilitate regular meetings for support and exchange of information and to arrange input from management and HealthChange staff as required.
4. Practice Leader completion and submission of HealthChange® Methodology skills development activities conducted during the three months following the Implementation Planning Workshop.
5. Practice Leader Accreditation is achieved on satisfactory completion of all of the above activities.

Accredited HealthChange® Practice Leaders and their Line Managers are provided with ongoing contact with senior HealthChange Australia staff to assist them with their HealthChange® implementation and organisational capacity building activities.



### **Implementation Phase and Continuing Accreditation Process**

HealthChange® Practice Leaders and their Line Managers are supported for a period of up to two years subject to ongoing requirements being met:

1. Practice Leader attendance at a HealthChange® Core Training Part 2 (1-day workshop) annually in order to promote their ongoing knowledge and skills development whilst supporting co-workers within their organisation.
2. Group submission of a Practice Leader Activities Report at 12 months from the date of the HealthChange® Methodology Implementation Planning Workshop to report on:
  - The extent to which the objectives in the Project Plan were met, including a list of activities conducted and processes, documents and tools developed and embedded.
  - The organisational, staff and client outcomes of embedding HealthChange® Methodology in the targeted teams, programs and services within the organisation.
  - The following year's Project Plan, outlining ongoing activities planned for the next 12 months.
3. Attendance at a teleconference to discuss the Activities Report and ongoing Project Plan.
4. HealthChange Australia senior staff provide support, feedback and additional resources as required.

**For further information or to discuss your requirements please contact:**

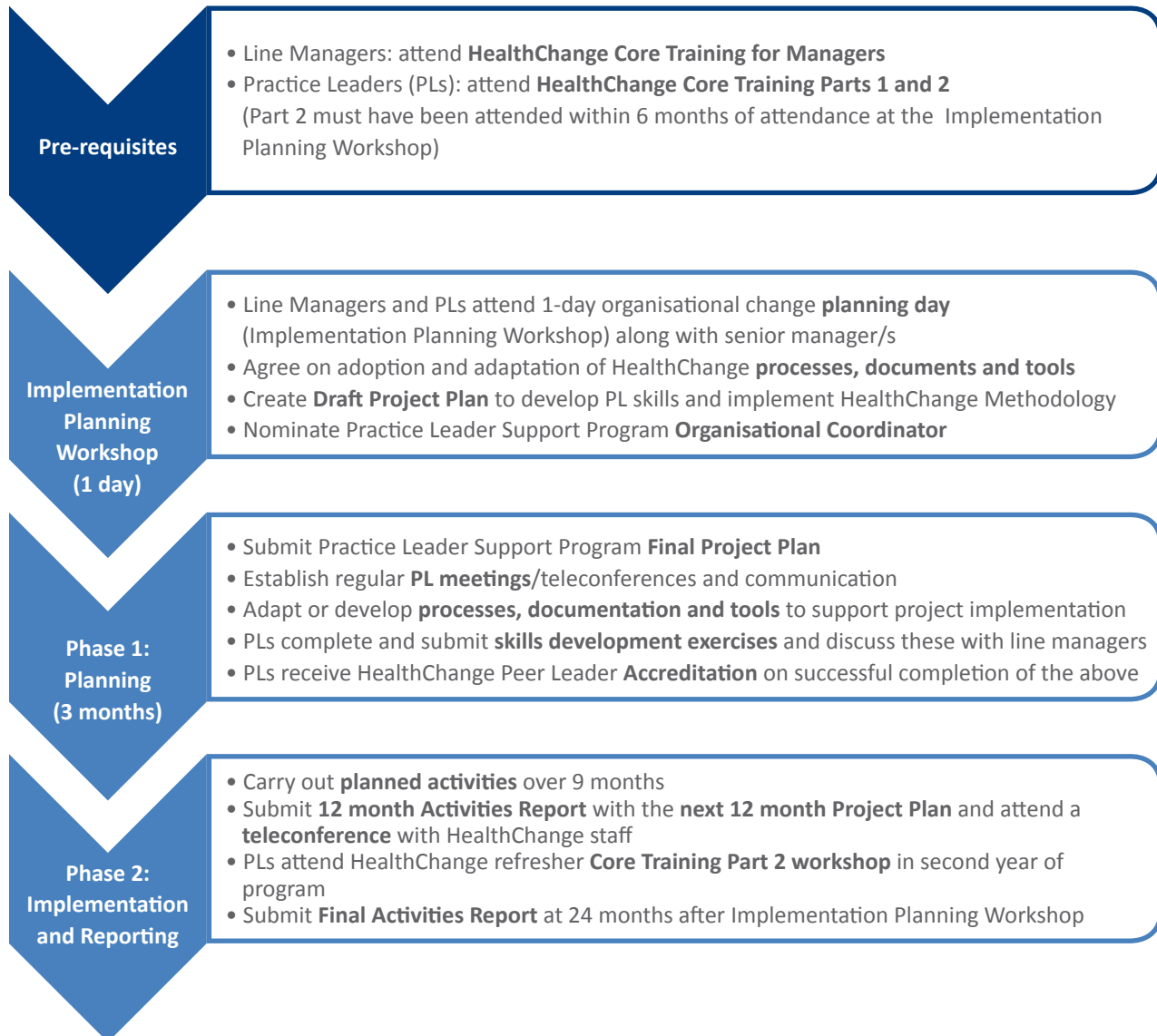
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## HealthChange® Practice Leader Support Program Project Phases and Activities Timeline



Accredited HealthChange® Practice Leaders and their Line Managers receive ongoing contact and assistance from senior HealthChange Australia staff to support them to conduct organisational capacity building activities and embed sustainable best practice person-centred care.

**Promote practice change sustainability**  
**Embed patient-centred care ~ Improve client outcomes**  
**Increase frontline worker confidence and satisfaction**