



Change management checklist

While this list isn't exhaustive, it may help your organization identify some steps to take when implementing interRAI assessments.

Define your current state

- Where is your organization now when it comes to using interRAI assessments?
- Identify the differences between the new interRAI system and the one(s) your organization is currently using. This step should be factored into your implementation plan timelines.
 - Can interRAI assessments replace some or all of your current assessments?

Conduct a readiness assessment

- Consider all that's involved and assess your organization's level of readiness to achieve the results, do the work and complete the project. Some things to think about include
 - How and when to implement an assessment and its related business processes
 - How your organization will absorb the changes arising from implementation
 - Your staff's ongoing ability to manage those changes

Design a business case

- A **business case** captures the rationale for initiating a change, project or task to support your specific business need — in this case, implementing the interRAI assessment system in your organization.
 - There are many good templates that you can use to construct a business case, including [this one](#) from Canada Health Infoway.

Identify a sponsor for the project

- Ideally, this person is at a level in the organization that will allow him or her to articulate and defend the needs of the project at the senior management level.
- Sponsorship should be broadly shared, but there still needs to be clear accountability.



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Checklist

Set up a steering committee

This group's main purpose is to keep the implementation project on schedule and on budget. Tasks might include

- Setting metrics and indicators to evaluate the effectiveness and efficiency of the project
- Developing and implementing a communication plan, external and internal

Your external communication plan should

- Explain to stakeholders why your organization is implementing the interRAI assessment system
- Highlight the key message that more accurate and consistent assessments mean better quality care
- Focus on success stories that highlight the interRAI assessment system

Your internal communication plan should

- Cover all levels of the organization
- Meet needs ranging from awareness to availability of technical detail
- Clearly explain how and when implementation will occur, how it will be monitored and how decisions on realigned priorities and resources will be made