

Case for Change (Sample)

Here is how the template might be completed for a change involving badge security access needed to access patient floors.

<p>Description</p> <p>What is the nature, time/frame, duration and scope of the change?</p>	<p>To improve security for clinical in-patient areas at the hospital, all MU Health Care Staff will be required to have security access clearance added to their employee badges to access patient floors. In addition, all employees will be required to wear their badges at all times so that they are visible for everyone. Anyone in violation of the new measures will be subject to disciplinary action per new HR policy.</p>
<p>Situation</p> <p>Why is this necessary now? What is driving this effort? What is the context?</p>	<p>MU Health Care was cited last month during a DMV visit for having un-necessary personnel on patient floors. In addition, employees did not have their company name badges visible for other staff and DNV inspectors to see. Per DNV auditors, this presents safety threats to both patients and staff.</p> <p>A remediation plan to correct the issue has been requested by the auditors. If approved, the plan would need to be implemented immediately.</p>
<p>Impact</p> <p>What are the anticipated challenges and benefits? Who will be impacted?</p>	<p>Anticipated challenges: Educating staff on new procedures and getting the appropriate security clearance added to badges for the appropriate staff. Getting security doors/locks added to all patient units that open with badge clearance. Adding badge clearance for elevator access.</p> <p>Impacted: This change could especially be impactful to housekeeping, dining services, transport and staff who may float between patient units. In addition, additional work and support will be needed from security and potentially engineering to ensure that equipment and technology are in place to make changes happen.</p>

Return on Investment

What is the expected near-term cost compared to the long-term gain?

Near term costs: Financial considerations and costs to add the security doors, badge readers, etc. to all in-patient units. Additional costs would be salary related to staff completing work and preparation related to changes (installing equipment, CED work creating education modules, HR writing and approving policy.

Long-term gains: Additional security measures to make staff, visitors and patients feel safer. This should result in: a decrease in DNV citations related to security; reduced number of workplace violence incidents related to security; decrease in clinical staff turnover and improved engagement scores among clinical staff.