

Hardwiring Checklist (Sample)

Here's how the checklist might be completed by a department for a change where badge security access is needed to gain entry on all patient floors.

	Checklist Item	Notes
<input checked="" type="checkbox"/>	All leaders are role modeling the desired behaviors	None
<input checked="" type="checkbox"/>	Standards and performance expectations are monitored and enforced	Announcements made by supervisors in team huddles & email sent out as reminder to all employees
<input checked="" type="checkbox"/>	There are both lagging and leading indicators of success	Lagging: DNV citations & PSN's. Leading: Quarterly security audits
<input checked="" type="checkbox"/>	Frequent reinforcing and redirecting feedback is given	None
<input checked="" type="checkbox"/>	Adopters are rewarded and recognized	None
<input checked="" type="checkbox"/>	All major obstacles and resource shortages have been solved	Security badge readers added to each in-patient unit at doors
<input checked="" type="checkbox"/>	All personnel have been trained	Web based module for employees created as reference. No new skills needed
<input checked="" type="checkbox"/>	Success stories and lessons learned are being gathered and shared	Worked with HR to ensure security access on badges is included on the New Hire Matrix for new employees
<input checked="" type="checkbox"/>	Upstream, downstream and ancillary units are involved in solution finding	Regular meetings with HR & security to identify challenges & solutions
<input checked="" type="checkbox"/>	Work-arounds, resistance and poor performance are not tolerated	Have not yet encountered.
<input checked="" type="checkbox"/>	The new standards are documented	HR policy, email to employees & signage in employee break rooms
<input checked="" type="checkbox"/>	New employees are oriented to the new way	Information included in employee orientation & security access request updated as a part of onboarding
<input checked="" type="checkbox"/>	Systems, Structures and Policies are updated	HR policy updated in Navex & on-line security access form updated