

The Development & Implementation of a Change Capability Maturity Model & Diagnostic Tool in the Health Sector

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The Journey so Far



Organisational Change Centre of Excellence

Key Priority Areas	L&D Unit Responsibilities
1. Managing Organisational Change (MOC) Framework	
1. MOC policy, guidelines, tools and web site 2. MOC Capability Maturity Model	1. Communications 2. Monitoring 3. Evaluation
2. Managing Organisational Change (MOC) Learning & Development	
1. Staff training 2. Management training 3. Change Specialists training	1. Training design 2. Contracting training providers 3. Piloting & implementation
3. Significant Organisational Change (SOC) Support	
1. Provision of specialist advice & support 2. Coaching 3. Management of SIG	1. Establishing learning contracts 2. Provision of advice on SOC 3. MOC SIG

Model & Survey Background

1. Development of the model & survey

3. Pilot test survey within QH

2. Create data analysis / reporting system

4. QH full implementation

Change Capability Maturity Model

CHANGE CAPABILITY MATURITY MODEL

STAGE 5

Optimising

Characterised by: optimum levels of commitment, awareness, engagement, communication, and skills on change management issues and processes at the individual, group, and organisational levels. Best practices are followed; continuous improvement is facilitated by qualitative and quantitative feedback and from piloting innovative ideas and technologies.

STAGE 4

Managed

Characterised by: high levels of commitment, awareness, engagement, communication, and skills on change management issues and processes at the individual, group, and organisational levels. Change processes are monitored and managed using qualitative and quantitative measurement and control.

STAGE 3

Defined

Characterised by: some levels of commitment, awareness, engagement, communication, and skills on change management issues and processes at the individual, group, and organisational levels. Change processes are documented and communicated, and integrated into organisational processes.

STAGE 2

Repeatable

Characterised by: low levels of commitment, awareness, engagement, communication, and skills on change management issues and processes at the individual, group, and organisational levels. Change processes follow a regular pattern regardless the kind of change.

STAGE 1

Initial

Characterised by: lowest levels of commitment, awareness, engagement, communication, and skills on change management issues and processes at the individual, group, and organisational levels. Change processes are ad hoc and disorganised.

CAPABILITY ASSESSED AT:

1. INDIVIDUAL LEVEL

- Commitment
- Communication
- Engagement with Change
- Social and Emotional Skills
- Role Clarity

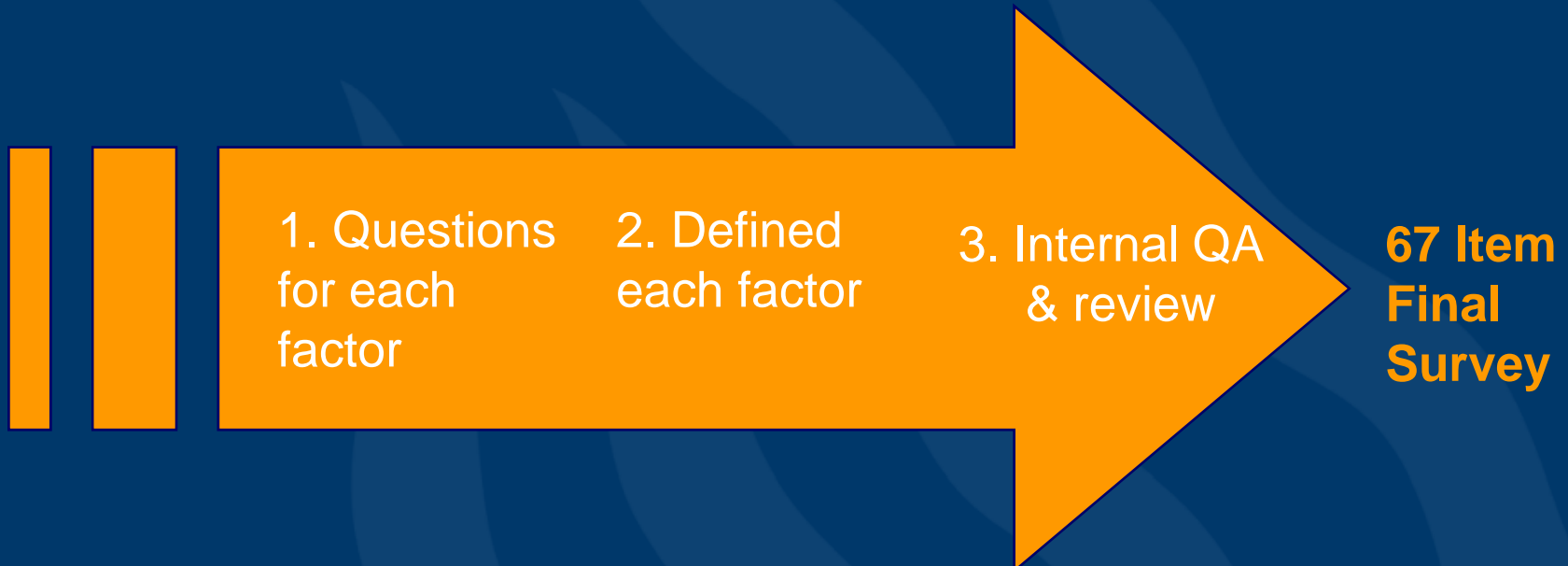
2. WORKPLACE LEVEL

- Commitment
- Communication
- Group Collaboration
- Change Management Approach
- Change Management Skills

3. ORGANISATIONAL LEVEL

- Commitment
- Communication
- Support for Change

Survey Design



Practical Outcomes & Strategies



Individual Level



Workplace Level



Organisational Level

Questions & Close



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