eLearning programme is now live on HSELanD

Delivering change in health services - complete guide

This eLearning programme provides practical help to do change well. It takes you through all the elements of the Change Guide and builds your capacity, skills and confidence for delivering change in a complex environment. It can be used at all levels to support managers and staff during the COVID-19 era in healthcare and beyond.

✓ **Module 1** provides an overview of the Change Guide.

✓ **Module 2** focuses on creating readiness for change and service innovation and guides you through the people and culture change platform. It provides guidance on how best to engage with all the people who will be impacted by the change.

✓ **Module 3** explores the key change activities to define what needs to change, design a better service and deliver on key outcomes for service users.

✓ **Module 4** presents a case study – applying all the learning in practice.

The eLearning programme features helpful and practical guidance and presents many useful, downloadable templates and extracts from the Change Guide. It is available to **all staff** working across health and social care.

Accessing the Change Guide eLearning programme
- Go to www.hseland.ie
- Create an account if you don't already have one (contact support@hseland.ie for any access issues)
- Once logged in go to **Course Catalogues and** enter the **Business Skills** folder
- Enter **Change Management Folder**
- Enrol in the *Delivering Change in Health Services - Complete Guide* (four modules)
- Get your **Certificate of Completion** from HSELanD

"When we involve people, understand their personal experiences, we create meaningful change"