Executive insight · Healthcare leadership

The Human Side of Healthcare Transformation

Transformation succeeds when people understand the purpose, possess the capability and trust the way change is led.

Larry Nonsweh Healthcare · Leadership · People

Change is experienced locally

Strategies are approved at organisational level, but change is lived in teams, shifts and daily decisions. Leaders must translate ambition into a credible account of what will improve, what will be difficult and how people will be supported.

Participation creates ownership

Frontline colleagues carry practical knowledge about risks, workarounds and patient need. Inviting that knowledge early improves design and strengthens commitment. Consultation should shape the answer, not merely explain one already fixed.

Sustain the change

New structures and technology do not embed themselves. Clear expectations, visible sponsorship, local champions and honest feedback loops allow new practice to become normal practice.

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