



Change Management—You Don't Have to Walk the Road Alone

The saying “Change is the only constant,” could not be truer of the healthcare industry. We don't need to tell you that managing change can be stressful—because as a leader at a long-term care organization, home health agency, or skilled nursing facility, you are dealing with change every single day.

New regulations, new reimbursement standards, new competitors, and, unfortunately, at times a revolving door of new front-line staff in need of more education—with all of these changes, it can be difficult to know where to start.

“According to research, 70% of change initiatives fail for a plethora of reasons—poor communication, lack of buy-in, and loss of productivity are just a few.”

Change management is not as simple as implementing something new at your organization and then moving on to something else. According to research, 70% of change initiatives fail for a plethora of reasons—poor communication, lack of buy-in, and

loss of productivity are just a few. Change is a process that requires constant effort and intentional actions over time—such as effective communication, getting staff on board, managing shifts in dynamics, and much more.

Fortunately, you do not have to walk the road of change management alone. Relias can be your partner in resources and education, and help you reap the benefits of successfully managing change, including:

- Streamlined communication at every level
- Smooth adoption across the company
- Improved employee retention
- A better-connected workforce, dedicated to your mission

The Road of Change Management is Not a Straight Line

In fact, Elizabeth Kübler Ross, a well-known Swiss-American psychiatrist, portrays it more as a curve—with stages of change going from status quo, to disruption, to exploration, and finally rebuilding. We can help you at every step of the way.

The Impact

No matter what stage of change your company is in, Relias has the tools to help you navigate change effectively—we will be with you every step of the way.

01

Status Quo

Prior to implementation of change, your employees are comfortable with the status quo. Your organization may be shocked as change begins to occur and non-compliant with new operating procedures.

SOLUTION:

Communicate effectively, made easy with Relias' online learning management system (LMS), which you can use to make announcements and automatically enroll staff in updated training.

Provide clarity around change with tools such as Policies & Procedures Management that allow you to update your policies and procedures and distribute company-wide via the LMS.

02

Disruption

As change begins to take form and set in as reality, people may fear and resent the impact it has on their day-to-day job.

SOLUTION:

Empathize and support by providing your staff with resources and courses on self-care, employee wellness, and change management to show that you care.

Provide training to ensure that your staff can confidently meet their new job functions with our up-to-date course content, managed by our Accreditations Department that is dedicated to monitoring changes in mandates.

03

Exploration

At this positive turning point, people begin to let go of their fears and identify the benefits of the change, but they may still be hesitant.

SOLUTION:

Ensure opportunities for continued development with Relias' courses for 20+ disciplines. Our courses cover key topics such as infection prevention, dementia care, and ADLs.

Plus, your staff will get access to CEs to meet all of their certification and licensing needs.

04

Rebuilding

At this stage, your organization moves beyond acceptance to embrace the change and continue to adapt to become more productive.

Don't turn your back at this point, though—you never know when change will strike.

SOLUTION:

Positively reinforce new behaviors using gaming elements in the Relias LMS that include rewards and leaderboards.

Plus, your staff can participate in the Relias Certification Program to master their skills in specific disciplines.

Get started on incorporating Relias' tools and education to foster healthy change management in your organization.

GET STARTED

PAC0419FS1942-00

(877) 200-0020

RELIAS