Lifeways 12 Steps To Change a Process

- 1. Develop your new process or procedure with input from relevant stakeholders and appropriate LifeWays Leadership. No new process should be a one-person project - remember, there is no "i" in "team!"
- 2. Have members of your Development Team present your completed process to the LifeWays Leadership Council.

Your package is ready to go.

Phase 1

Development



3. Take your completed process to the following groups for final polishing, feedback, and compilation of FAQs to include with your new process: LifeWays Consumer Advisory Council IPLT groups Applicable teams within LifeWays Other appropriate stakeholder groups (e.g. CSM/SC group)

4. If not completed in 30 days or change is needed, take it back to Development.

5. Get your new process approved at the next LifeWays Leadership Council meeting (or within 30 days of completing Phase 2).

6. Within two weeks of process approval, hold a live meeting where the Development Team presents the new process to all interested stakeholders and answers additional questions.



Phase 7 Give it away.

7. Within two business days of the live stakeholder meeting, send out a Critical Communication email to all relevant stakeholders to announce the new process, including FAQs, relevance to them, upcoming meetings where they can hear additional information and ask questions, and dates of any planned trainings.

- 8. Present the new process at the monthly LifeWays All Staff Meeting.
- 9. Present the new process at the monthly Provider Meeting.

10. Provide trainings when appropriate.

11. Assign someone from the Development Team to be the contact person for any future questions or concerns.

Answer questions.

Phase 5



Change Control

12. Revisit the process and make adjustments, if needed.