## Team Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Change Form for Good Call Action Series

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| WHAT | WHAT |
| AIM | **What practice do you want to change?** *e.g. Improve communication by using SBAR amongst Good Call team members for communicating clinical information* | Date you are starting this practice change (dd/mm/yyyy) |
| PLAN | **What needs to be in place to do this?** *Is everyone familiar with SBAR already? Are team members likely to be talking to each other on-call – if not, do you need to share the tool with others? How are you going to do this?* *Write down what steps you need to take and who is going to do them.*  | When will you start? Today? Tomorrow? On Monday? |
| DO | **What will be done to implement the plan?***e.g. Have one team member try the tool on their next shift. Write down the start date and when you are going to try the tool.*   | When did you actually start? (dd/mm/yyyy) |
| STUDY | **What outcomes are you measuring? How are you measuring it?***Use STOP Tool. Take a couple of minutes to run through the call experience (sent, received & understood), what went well, what you might improve and what action you will take.***S**ummarize the case**T**hings that went well**O**pportunities to improve | When did you debrief? (dd/mm/yyyy) |
| ACT | **What did your results tell you to do next? (Adopt/Adapt/Abandon)***It is likely that there were elements that worked well that you want to keep or adapt, elements that maybe didn’t work at all and you may want to abandon, and some new ideas for improving or adapting the process. Take one of the ideas and put this in a new Change Form under “aim”.* **P**oints of action | Go to a new Change Form |

## The more often you can meet to debrief, the more changes you can try. You can debrief after just one use of SBAR, or after several, but we suggest you try and debrief regularly to keep the cycle of changes and improvements going.

## If you are already very familiar with SBAR and your debriefs are not leading to new change ideas, consider incorporating CUS (Critical Language Tool – Concerned, Uncomfortable, Safety Issue). Discuss how and when you might use this within your action team and with the broader team.