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## Conference Abstract

### **Introduction to the Action Area 2 on Change Management of the EIP AHA B3 group**

*Dr. Cristina Bescos, Dr. Ing., European Program Manager, Philips Healthcare, Home Healthcare Solutions, Boeblingen, Germany*

*Correspondence to: Dr. Cristina Bescos, Philips Healthcare, Home Healthcare Solutions, Boeblingen, Germany, E-mail: [Cristina.Bescos@philips.com](mailto:Cristina.Bescos@philips.com)*

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## **Abstract**

The transformation of the health and social care systems towards integrated care is a complex programme of change. Change Management is the discipline that takes responsibility for the people side of the change looking into the method, processes, tools and techniques for reducing and managing resistance to change when implementing organizational change to realize business results.

In line with the EIP AHA strategic plan and the B3 action plan, the objectives of the Action Area 2 of the EIP AHA B3 group are to:

- Map the transformation process of the social and healthcare systems in the member states, understanding the several methodologies and approaches undertaken;
- investigate which stakeholders are presenting the most resistance to care coordination models, which approach is being used to overcome these barriers and to which degree of detail the change management methods have been followed in the implementation of integrated care services in the European regions;
- gather examples of good practices for change management methodologies, approaches and tools that have shown success, identify / develop key performance indicators (KPIs) and encourage replication in other regions / organisations,

in order to provide a Toolkit for Change Management, covering several areas that need to be tackled with regards to any organisational transformation:

- Culture. Assessment of readiness for change. Vision.
- Strategy/organisation. Definition/scope/goals and steps of the change.
- Guidance: Political leadership/sponsorship to lead the change.
- Communications: Stakeholders engagement. Incentives. Overcoming resistance to the change.
- Capabilities: skills required by the change. Transition to new Roles / Fading of old roles. Education and training.

- Alignment: adequate policies/resources/financing for the change.
- Monitoring: Indicators/ Evaluation methods to assess the progress/impact of the change.

In the session we will present the status of activities performed during 2013, including: desktop search, survey to the B3 commitments, maturity map, identification of challenges, and exchange of good practices. We will conclude with the work plan for the future.

## **Keywords**

**transformation, social care systems, change**

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## **Powerpoint presentation:**

<http://www.integratedcarefoundation.org/content/workshop-managing-change-and-improving-quality-integrated-care-0>

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