A3 CHANGE PROPOSAL - SPECIALISED SERVICES

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| Theme. Every change proposal starts with a “theme”, goal or title. The theme describes the problem being addressed and should not advocate a particular solution. |
| Background. Describe any background information that is essential to understanding the extent and importance of the problem. Items that might be included in this section are how the problem was discovered, why the problem is important to the service goals, the various parties involved, the problem symptoms, past performance or experience, organisation structure. |
| Current State**.** Use this section to describe how the theme currently works. Quantify the extent of the problem and display this information graphically or numerically so that it is readily understandable to any knowledgeable reader. Use diagrams to display large amounts of information and knowledge compactly, and promote quick and effective communication of the core issues to others. Using charts and diagrams focuses problem-solving efforts on systems rather than people. [Use no smaller than size 11 Arial font.] |
| Root Cause Analysis. Use this section to define the root causes of why the Current State is maintained as it is. A common technique for root cause analysis is the “5 Why’s” method or Fishbone Diagram. |

Completed by:

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Email of lead proposer: -

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| Future State. Use this section to articulate the vision of the future state and describe the expected achievement at the end of five years. Try to articulate this future state in a diagrammatic way using pictures, graphs and tables. It may help to split the proposal up into its component parts. |
| Objectives. Define the objectives over the five-year timeframe. |

Publications Gateway Reference: 00980