



CEIMLEADERS

CEIM

Experience Improvement Model for Health and Social Care

Readiness for change assessment tool



Healthcare
Improvement
Scotland



Scottish Social
Services Council



care
inspectorate

Readiness for change

If your team would like to introduce the CEIM Experience Improvement Model you would benefit from firstly working with your team to self-assess their readiness to adopt and sustain this approach. This is done by considering each statement in the assessment and self-assessing what is already in place, and what would need to happen to fully meet each statement.

It is important to be as objective as possible in responding to the assessment statements to enable you to successfully implement CEIM in your team.

Responding 'partly' or 'not at all' to some questions **does not** necessarily mean the team cannot adopt CEIM. It may simply mean that some actions are needed to improve these aspects to give you the best start.

Once the assessment has been completed it is important to identify any areas that need attention, what you can do, who will work on them, and what help you might need. You can record this in the action plan on page 3.

Once you have addressed any areas you have identified as a challenge, you can then link in with your local CEIM Leader who will provide support to develop your knowledge, skills and approaches to implementing this approach in a way that best work for your team.

Readiness assessment

Team: Click or tap here to enter text.

Date of assessment: Click or tap here to enter text.

Question		☑ Completely	☑ Partly	☑ Not at all
1.	Both organisation and team level management know about and actively support the team in adopting CEIM.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	The team know what adopting CEIM entails and have expressed firm commitment to building it into their practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	It is clear who will be responsible for leading the implementation of CEIM into the team's practice (this person is the 'Implementation Lead').	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	The 'Implementation Lead' is confident that they have the capacity alongside their current work commitments to develop their own skills and knowledge about CEIM, and to support others in the team to adopt and embed CEIM.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	The Implementation Lead has clear authority to approve small-scale testing of non-major changes that result from hearing feedback from people who use the service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.	A team level implementation group (of no less than 3 people, including implementation lead) has been established (This group will form the initial 'Improvement Team')	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.	The Improvement Team have confirmed they have the capacity to develop their skills in CEIM and support implementation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.	Senior managers have approved dedicated time for learning and implementation of CEIM for the whole 'Improvement Team'.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.	The 'Improvement Team' have made arrangements to gain access to IT equipment that will enable them to participate in training, and to develop and print information or resources as required.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.	There is a clear plan in place to ensure continued implementation/use of CEIM at times when there are staffing or workload pressures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.	There are clear and accessible information governance, General Data Protection Regulation (GDPR) and consent processes and templates in the organisation to support the gathering and use of feedback legally.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.	There are clear communication routes for sharing progress in implementing CEIM, with the wider team, others in the organisation, and those closely connected with the team or service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13.	The Implementation Team are willing to share their learning from efforts to implement CEIM to support others who wish to adopt this approach in their own organisation and externally through the CEIM Leaders network.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Assessment aspect for attention <i>How are we doing?</i>		Action agreed <i>What are we going to do next?</i>	Led by	Complete by	Progress update
1	Click or tap here to enter text.	Click or tap here to enter text.	Click to add.	Click to select date.	Click to update.
2	Click or tap here to enter text.	Click or tap here to enter text.	Click to add.	Click to select date.	Click to update.
3	Click or tap here to enter text.	Click or tap here to enter text.	Click to add.	Click to select date.	Click to update.
4	Click or tap here to enter text.	Click or tap here to enter text.	Click to add.	Click to select date.	Click to update.
5	Click or tap here to enter text.	Click or tap here to enter text.	Click to add.	Click to select date.	Click to update.
6	Click or tap here to enter text.	Click or tap here to enter text.	Click to add.	Click to select date.	Click to update.
7	Click or tap here to enter text.	Click or tap here to enter text.	Click to add.	Click to select date.	Click to update.
8	Click or tap here to enter text.	Click or tap here to enter text.	Click to add.	Click to select date.	Click to update.
9	Click or tap here to enter text.	Click or tap here to enter text.	Click to add.	Click to select date.	Click to update.
10	Click or tap here to enter text.	Click or tap here to enter text.	Click to add.	Click to select date.	Click to update.