

**Potential Problem Areas – Common Pitfalls**  
(Possible solutions suggested by Iowa Peer Mentors 1/11/07)

**1. Too much, too quick**

Solution: Prioritize. Use data to make choices. Slow down. Use first change project to learn process – keep it simple

**2. Not holding people accountable**

Solution: At end of Change team meeting, Change Leader restates who's responsible for what; ask person to tell you what task is and when it will be done. Use minutes.

NOTE: Establish clear communications early on. Have team members communicate with their staff and get feedback.

**3. Multiple changes made simultaneously**

Solution: Understand why they want to make multiple changes.

Use data to prioritize. 1 aim/1 change at a time. Use PDSA process.

(To determine which changes account for improvement, remove one change at a time and see if improvement continues.)

**4. Improvements aren't affecting bottom line**

Solution: Revisit change ideas and reconsider business case.

Consider change project focused on fee collection process.

**5. Waiting for aim measure results to see if there's improvement**

Solution: Keep change cycles short. Use intermediate measures.

**6. "No authority/control" to change cause of problem**

Solution: Talk to Change Leader and Executive Sponsor to see if true.

Question anyone who says "We've always done it this way." Why?

Serenity Prayer!

Ask: Where do you have control? Ask: What if you did have control/authority?

If state has control to make a change, let DeAnn know.

**7. Resistant staff**

Solutions: Find out why.

Invite them to be on change team OR do not have them on change team.

Explain process and commitment to quality, PI as a way to help customers – client directed, outcome informed.

Use data.

"Suck it up!"