











10 Aspects of a change story¹



Which aspects will need to have a change?

Yesterday	Change impact	Tomorrow
	How we work A description of the service 	
	What we do Steps people need to do to make the service work operationally 	
	The systems we use The automated applications people use to provide the service 	
	The resources we need Items used for a specific purpose to get the job done 	
	The skills we have A description of essential skills required to support the model of care 	
	The attitudes we have Frame of mind, way of thinking 	
	The way we work The responses needed of an individual or group e.g. collaboration, engagement 	
	The locations we serve Physical location of services 	
	The reports we do or ask of others 	
	Other? 	

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