

# Change Rx for HEALTHCARE

Your Prescription for Leading Change



KEELY KILLPACK, PhD



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In an era when major change initiatives cost millions of dollars and impact tens of thousands of people, adding professional change management expertise to a project team is a no-brainer investment. By engaging Dr. Killpack and using the same tools and techniques provided in this book, I was better able to leverage and enhance my overall leadership effectiveness and successfully sponsor a large, enterprise-wide change transformation.

**Steve Gordon, MD**

*National Healthcare Principal, Point B*

Leading or impacted by change in healthcare? This book is for you! This immensely practical guide is a must-read for leaders, project team members, clinicians, and front line staff alike. Keely delivers useful advice and tools that will improve your change game immediately. Take the mystery out of change and build confidence with Keely as your coach.

**Claire McCarthy, MA, FHIMSS, CCMP**

*2010 HIMSS Book of the Year Co-Author*

Keely and her change team were instrumental in the success of the project. They were able to bridge the gap between Implementation (IT) and the operational teams to ensure the necessary change management factors were considered and executed. This allowed transparency with the end user and the leadership base, which was a major contributing factor to the overall success of the project.

Keely was an excellent resource to work with throughout the course of the project. She brought key change management expertise and drove communication, change management, and system adoption experience that was invaluable to the project.

**Marc Movrich**

*Implementation Services Director, Epic Systems*

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This book is dedicated to you, reader! If you are changing healthcare, I wrote this book for you. Administrators, clinicians, consultants, doctors, insurance, pharma, technology, and more—thank you for your compassion and dedication to our health! My gift to you in the pages ahead are some thoughts, psychology, and tools to make changes in your slice of this world a little easier, I promise.





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# Preface

Are you making big changes in your healthcare organization? This book will help any executive, physician, leader, project member or consultant, or change management professional become more familiar with the science of change and tools that make it faster and easier. *Change Rx for Healthcare: Your Prescription for Leading Change* helps readers get their minds around the big drivers of change in healthcare and why people need support to successfully adopt large-scale changes. Practical insights for executives and physicians are discussed, as well as an incredible success story about a large, transformational change implementing Epic's electronic health record (EHR) platform. Readers will find a collection of best practice tools and innovative change adoption tips showcased, which are also downloadable templates (<http://www.ChangeRxBook.com>)! Written by a seasoned change management strategist, *Change Rx for Healthcare: Your Prescription for Leading Change* also leverages adult learning theory, so there are plenty of hidden gems and activities included to apply the content immediately to your professional environment.



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