

Mastering Change with One Hand

Wave 1 {Conversations}

How to go from conversations to action – using evidence!

Change is hard! Change is messy! Yet we all recognize change is an inevitable part of delivering high quality, safe, and patient-centred care. So how can we make change easier, better, faster?

Kelly Mrklas helps teams across AHS understand and make change using an evidence-informed approach. Implementation science is an area of research and practice focused on understanding what change is happening, why, how, in whom, and under what conditions - to optimize outcomes.

Introducing 'CFIR'

The Consolidated Framework for Implementation Research (CFIR)¹ brings us the “state of the evidence” about what influences implementation.

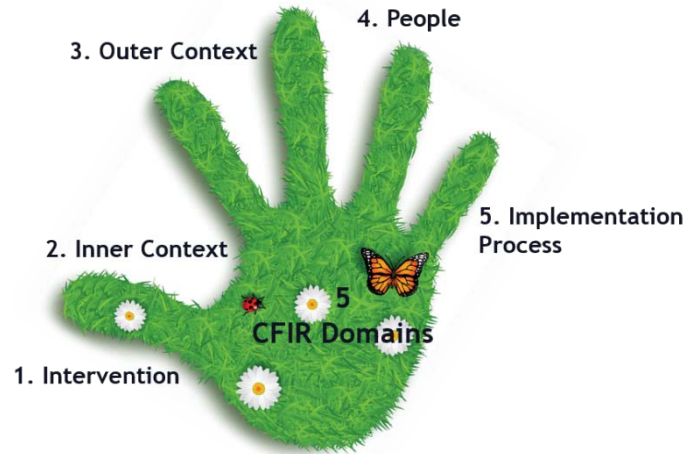
The CFIR can help our teams think and listen differently about change - and importantly - help us strategize using what is known about change, in a very deliberate, purposeful way.

Diagnosing Change

- Agree on the intent to learn + improve
- Listen carefully to teams making change to understand:
 - What's going right?
 - What's going wrong?
- Pause to understand: what evidence there is to inform action?

Resources:

- CFIRguide.org
- [CFIR Guide Wiki](#)
- [CFIR Constructs](#)



Kelly Mrklas

Kelly is a Knowledge Translation (KT) Implementation Scientist, Strategic Clinical Networks™ in the System Innovation & Programs portfolio at Alberta Health Services and a PhD candidate (University of Calgary). Kelly has been enthusiastically involved in knowledge translation science and practice since 2005; she is known for her leadership and design advice on implementation and scale strategies, knowledge synthesis, and integrated KT. Kelly is sought internationally for her expertise developing academic calibre and systems-ready implementation strategies for clinical programs, research grants and initiatives as an investigator, collaborator, knowledge user and consultant. In 2010, she successfully developed the first campus- wide KT consultation service for researchers/staff at the University of Calgary. Since recruitment to AHS in 2014, Kelly has supported the design, execution, evaluation, and sustainment of evidence-based change in health research and clinical initiatives across Alberta.