



Template 6.3.4: Action Plan

Purpose

This template is the Action Plan that will guide the change process. It outlines the outcomes you want to achieve, the actions required to deliver on the outcomes, resources required, persons responsible and timeframes. It is based on the culmination of all your work on defining the need for change and designing a better future. In addition to identifying key actions to get from the current situation to the future, key enabling and sustaining actions also need to be included.

How to use it?

1. Summarise the key outcomes agreed for the change in Column 1 to anchor the Action Plan.
2. Transfer the actions agreed in **Template 6.3.3: Service Design – Gap and Impact Analysis** into Column 2 and align to the outcomes.
3. Identify the **key performance indicators** that will be used to track and measure progress on change actions.
4. Identify **dependencies** and specify the **resources** required to implement the change.
5. Identify **key people responsible** for actions.
6. Identify realistic **timeframe** for delivery of actions.

Service:		Date:			
Outcome*	Actions	Key performance indicators**	Dependencies and resources	Person(s) responsible for action	Timeframe
	Include detailed actions Also actions to address risks, to support enablers of the change and address any dependencies				

Template 6.3.4: Action Plan (continued)

Service:				Date:	
Outcome*	Actions	Key performance indicators**	Dependencies and resources	Person(s) responsible for action	Timeframe

Template 6.3.4: Action Plan (continued)

Service:				Date:	
Outcome*	Actions	Key performance indicators**	Dependencies and resources	Person(s) responsible for action	Timeframe

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People's Needs Defining Change – Health Services Change Guide

* **Outcomes:** What is the expected result or benefit of the change? Use a specific change term to assist measurement and analysis, i.e. increased efficiency ..., reduced number of ..., faster delivery of ..., increased satisfaction with ..., reduced waiting times ..., etc. ('improved' or 'better' are not specific enough).

** **Key performance indicators:** Measures used to track delivery of the outcomes.