**Kotter’s Heart of Change Model**

1. Increase urgency
   1. Step requires evidence that change is required
2. Build the guiding team
   1. Organize a team of influential, effective leaders
3. Get the vision right
   1. The vision will steer the team into the new direction
4. Communicate the for buy-in
   1. Over communicate
5. Empower action
   1. Empower people to act by removing barriers
6. Create short-term wins
   1. Provides visible immediate successes and inspires people to believe change can happen
7. Don’t let up
   1. Don’t stop the momentum after short term successes. Continue the plan until the end goal is achieved.
8. Make change stick
   1. Change needs to be hardwired into system

Pelletier, L.R. & Beaudin, C.L. *HQ Solutions: Resource for the Healthcare Quality Professional. 4th ed.* Wolters Kluwer; 2018. Page 30