

Key Ingredients for Successful Implementation

- 1) **Find champions and build a team** - Who is passionate about this topic?
- 2) **Invite all team members** - Think about IT, clerical, custodial, nursing, medicine, allied health, etc. All staff will have experiences with people with DD, and should be encouraged to share improvement ideas.
- 3) **Build the case to your colleagues (and management)** - Use a real life example from your department and share some of the statistics on their high rates of ED use.
- 4) **Come up with a term that staff are comfortable using** - (and documenting) in the chart to easily convey the suspicion of a DD, and the sense that additional accommodations are needed.
- 5) **Embed the tools and resources into your existing practices where possible.**
- 6) **Remember your ABC's** - *All Behaviour is Communication*. Learn about the commonly missed diagnoses and rule these out.
- 7) **Draw parallels to other (more prevalent) patient groups** - such as people with dementia.
- 8) **Seek out and involve caregivers.**
- 9) **Learn about the relevant services** - such as Developmental Services Ontario (DSO), and your local "Healthcare Facilitator" from the Community Networks of Specialized Care (CNSC).
- 10) **Celebrate the small wins and achievements!** Improvements take a long time - to keep the momentum going, applaud the team for its efforts along the way. Share success stories or important learning as you go.

What makes your ED unique? What do you foresee as strengths of the department? What are some challenges? How will you introduce this to your team? Who do you need on board?