



8 x 8

So, you have completed staff education and training on every shift about the new fall reduction techniques, and you just know that the fall rate in your facility is going to drop rapidly, right? And, when it doesn't, you pull out all of the training sign in sheets and scratch your head, because everyone signed so naturally they should be implementing the changes, shouldn't they?

Staff training and education is an essential building block to creating a standard of care, however, it is not enough. In fact, no one-way of trying to implement a change is ever enough. If you consider how many different ages, cultures and learning styles apply to staff; it may feel like you would have to have an individualized learning plan for every employee just to get compliance. It does not necessarily have to be that involved, and the rule of thumb for building compliance to change is to carry your message of change 8 times in 8 different ways or the rule of 8x8.

This technique takes into account how to build habits while creating a culture of change. Here are some things you can do to meet this rule:

- Hold a general staff education and training introducing the change you want to see happen
- Post a memo with paychecks or in an employee newsletter stating the intention of the change and employee's role in the change process
- Post table tents listing the key points of the change concepts
- Identify employee change champions who will verbalize the new standards for change during stand up meetings
- Hold a contest or scavenger hunt asking staff to complete a survey about the change concepts
- Do one on one observations to determine the comprehension of staff on the changes and remediate as necessary
- Introduce a checklist with the change concepts listed for employee's to complete during key intervals of the change implementation
- Have staff complete a competency test that asks specific questions about the change concepts

Utilizing these techniques will allow you to appeal to the various learning styles and generational differences you may have represented in your facility. This will broaden the opportunity to see the changes become integrated into facility processes.