

Authority and Influence: Strategies for Systems Improvement

The table below includes example strategies used for systems improvement, starting with workforce. To determine which strategies are appropriate in each jurisdiction, leadership teams should consider the agency's readiness to manage change and at what scale change can be sustained across leaders.

Self and Staff Support	Authority	Influence
Strengthen personal resilience and time management	X	X
Establish a conflict resolution committee to assist with certain situations	X	
Implement a healthy foods policy	X	X
Implement a mother/baby policy to allow breastfeeding and childcare rooms in departments	X	X
Incorporate fitness during the workday		X
Establish an employee support committee	X	

Human Resource Planning and Development	Authority	Influence
Commit to training and retraining to promote staff proficiency	X	
Implement an efficient hiring process	X	
Increase National Government Personnel Partnership for salary adjustments		X
Implement an organizational structure to reduce risk of staff turnover		X
Implement longer-term workforce planning and development		X
Establish partnerships with educational institutions	X	

Quality Improvement	Authority	Influence
Commit to strategic planning	X	
Increase data management and finance training with partnership institutions	X	X
Implement an administrative services rotation to increase management skills	X	
Establish a sharing of skills, activities, and duties among staff	X	

Quality Assurance	Authority	Influence
Require licensing and continuing education for all levels of health professionals	X	X
Implement written protocols/Standard Operating Procedures in all areas	X	X
Establish licensing for all newly established clinics and reevaluate existing clinics with Standard Operating Procedures	X	X

Administrative Support	Authority	Influence
Implement management committees to support policy and system reviews	X	
Implement communication protocols	X	
Implement a healthy workload balance to accomplish projects while being accessible to staff (e.g., an open-door policy)	X	X