

Step 6: Prepare your people

To support adoption and uptake of a new system, communication is critical, and to achieve lasting change, consistency is key. You can help to raise broader awareness of your program and getting your teams ready by equipping them with the knowledge, skills and support tools, and mentoring them to confidently trial and deliver iCOPE screening.

Once your system is designed you are then able to start to prepare for launch!

Set a date

Set a date that you are working towards. Here it is important to be mindful of other activities or changes that may be occurring within your setting and the availability of key team members who you want to be present at the time of launch. For example, consider how the launch date might be impacted by other initiatives or training being undertaken, the timing of the team roster and key people who will be available at the time of launching your Program.

Order your equipment

Make sure that you have worked with the COPE team to configure the platform to your setting. If ordering iPads, allow a couple of weeks at least for the hardware to arrive and for your team to have a trial period before commencing perinatal screening with your clients.

Identify your leaders

One highly effective approach to implementing change, is through the creation of a train-the-trainer model. This involves identifying those who work across teams and are able to encourage and support others in the implementation process over time.

Once your leaders have been identified and your equipment (iPads) have arrived, COPE can provide your leaders with the iCOPE Induction Training.

Allow up to **one hour** for this session to take place.

As part of this training, creation of a 'test' sandbox can facilitate practice sessions. Trainers can complete a screen and see how the reports are retrieved and/or integrated into your systems (as informed by Step 5). You may also wish to familiarise other departments with the clinical reports if they are to be integrated into your systems and/or referral processes.

Raise awareness of the Program commencement

Once leaders have experienced the iCOPE system, you can then start notifying other team members of the intended start date.

Here posters and/or flyers can be distributed around the staff areas to raise awareness and instigate interest. Those who have already received induction training can draw on their experience of iCOPE and build further interest and excitement about iCOPE, how it works and the benefits.

Train your team members

The next step is to train other members of the team. Here COPE can facilitate this training, which will provide a refresher to the leaders and introduction for the team members on the ground who will be implementing iCOPE.

As the Platform is simple to use and intuitive, training of team members should take not longer than one hour.

Allow time for a trial period

Once familiarised with iCOPE team members can do their own test screens for a trial period. This gives an opportunity to see and experience the platform for themselves, and increase their confidence. Depending on your roster system, you may want to allow 1-2 weeks for the trial period. Alternatively some settings have gone straight from training to live screening.

Notify your clients

Informing your clients about your new approach to screening is also important. Whilst people are becoming more and more familiar with digital interfaces, it's good to have information at hand explaining what iCOPE is and why your service is using it. Client information sheets have been developed and can be put in your waiting room area.

To access posters that you can tailor for your setting and patient information sheets contact us at icope@cope.org.au.

Set your Go Live date and launch

Once you have completed the above steps you are ready to launch!