

# When Goodwill and Training aren't Good Enough:

*What it takes to implement  
evidence-based and innovative  
practices in human service  
organisations.*

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The Bouverie Centre





# The SSW Research Pre-Post survey

- 87 Community Health Services approached.
- 48 agreed to participate in pre-post survey.
- 31 completed pre-post questionnaires.
- 18 returned post questionnaires.

# SSW Research

## On-line worker survey

- 116 workers completed the survey approx 38% of the workforce.
- 98 trained in SSW, 90 at Bouverie.
- 101 had implemented principles in their work.

# Telephone Survey to Organisations

- 57 organisations responded
- 28 (49%) had formally implemented SSW
- 35% supported individual clinicians using SSW

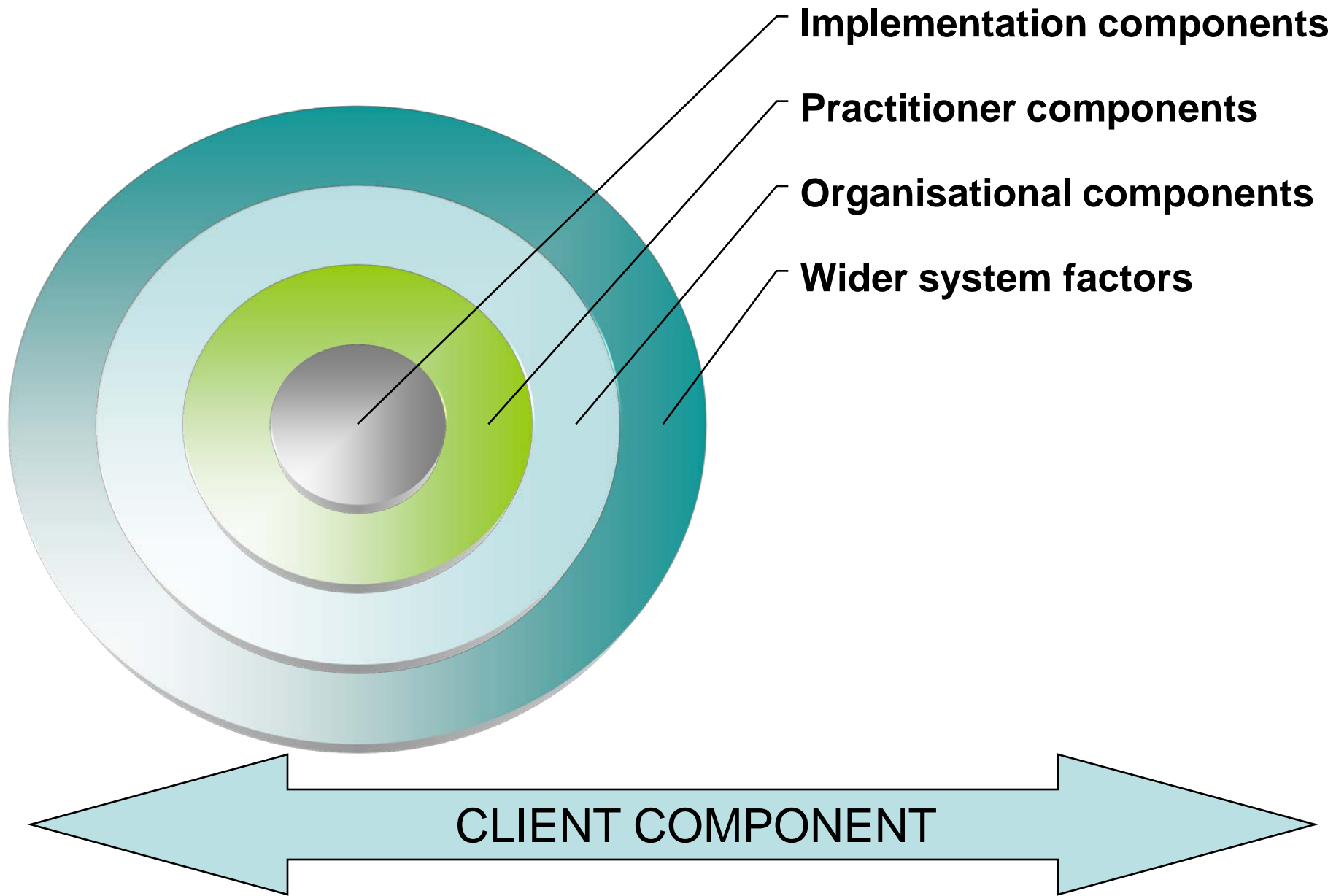
# SSW Research Case Studies

4 agencies representing urban fringe, small, large, rural, regional and metro were selected.

In-depth interviews were conducted with staff and management groups.

Think of something that has been a change in an organisation you have worked in where you adopted that change?

What were some of the key components that assisted the change?



# SSW Research

## Key elements to adoption of innovation

Rogers (1995)

- Relative advantage – identified problem will be solved.
- Compatibility – fit with values and needs.
- Complexity – simple to understand and adopt.
- Trialability – test and adapt the practice.
- Observability – respected people are using it.
- Re-invention – can be modified to suit context.

# SSW Research

## Key elements to adoption of innovation

Greenhalgh (2004)

- Adaptability of the organisation to new practice.
- Risk vs. benefit.
- Training and support.

Davis and Taylor-Vaisey (1997)

- Incentive and regulation.

# SSW Research

## Key elements to adoption of innovation

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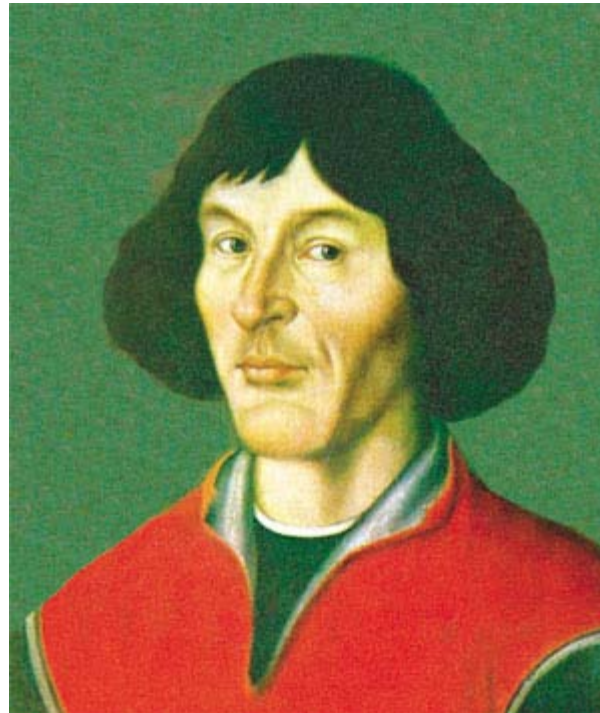


# SSW Research

## Key elements to adoption of innovation

- **Compatibility** – fit with values and needs.

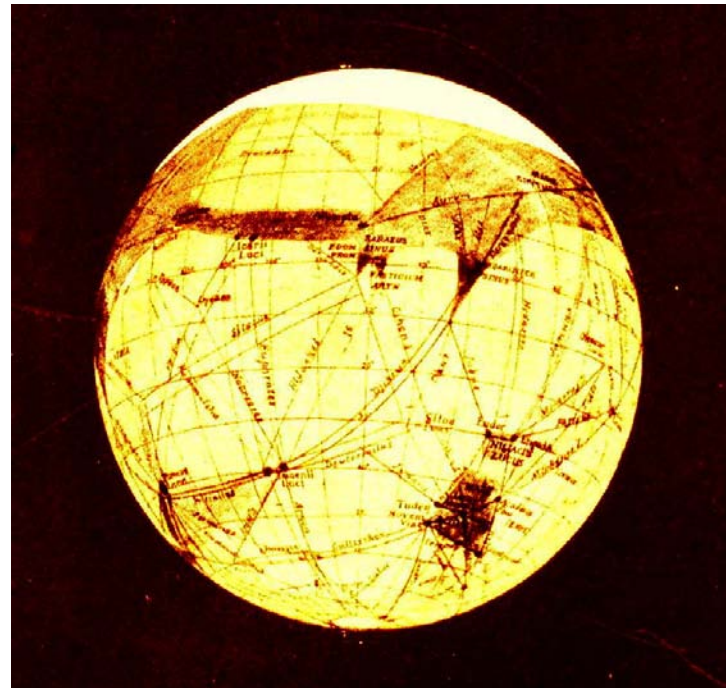
Implementing innovative treatments can be scuttled by “superstitions imposed by merely human authority.” Huygens



# SSW Research

## Key elements to adoption of innovation

- Adaptability of the organisation to new practice.
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# Creation of a learning culture

Quality improvement is concentrated at the level of compliance and the sector must find a way to move to a culture of implementing innovation.

Start collecting and interpreting relevant and meaningful data for practitioners.