

Unintended Consequences Mapping Activity:

Most of us fear change because of the unknown. These “unknowns” sometimes prevent us from getting started on the person-centered care journey and failure to plan for things that might arise often stops or at least delays many journeys. One way to eliminate some of the fear and create a plan for dealing with what some have called the “unintended consequences” of change is to plan for what might happen with each change you decide to make. The activity below helps you and your team think through some of the potential consequences (both positive and challenging) so the unknown can become the known.

Supplies needed:

A multi-disciplinary team

This activity works best when the team is made up of individuals from all departments and positions within those departments (for example: from the nursing department you would want to have nurses, CNA's and CMA's represented).

Something to write on

Something that is large enough for the group to easily see is needed. You might use large post-it notes or a dry erase board.

Markers

A bold dark color works best for creating the framework and you'll need a different color for each layer of circles.

Time

Allow plenty of time for group to freely discuss and work through this process. You will need at very least 30 minutes to an hour for the activity to be successful.

Directions:

- Choose one of the changes you plan to make as part of your PEAK action plan. Put that change in the center circle. For example: residents will awaken when they choose to each day.
- Create smaller circles that surround the center circle as you list the people, departments, systems, tasks etc. that will be impacted by the change in resident sleep schedules. For example: CNA, medication pass, breakfast and housekeeping.
- After this is complete, work your way through these circles one by one discussing all of the ways that person, system, department, task etc. will be affected. These can be placed in another layer of circles or put in a list form. Continuing with our example you would take medication pass and list all the ways medication pass would be affected. These might include: administration times, orders, etc.
- Finally, discuss ways you might work to overcome challenges or harness opportunities. The information gathered during this brainstorming session should be considered and included as you write your action plan. To overcome challenges and prepare for changing medication orders you would need to visit with the doctor.

*See example of sample map on last page.

Hints:

The leader needs to keep the group from focusing only on the challenges by pushing them to look for solutions.

The diagram that has been provided is to illustrate the concept. Your diagram may look different as the number of circles needed at each stage of the process will be different.

The leader may have to encourage quieter members of the group to take part in the discussion. If a few voices are really dominating you may choose to have the discussion in a learning circle format so everyone has an equal role in information sharing.

Sample Map:

