Essential steps to design work better

What is a work procedure?

A logical **step-by-step** way of doing things, e.g. using written instructions, checklists or flow charts

Why are they important?

Well-designed work procedures are **essential** to help teams deliver safe, **efficient** and person-centred care

What are the challenges?

Work procedures are often highlighted as **problems** when things go wrong. Too often they are hard to follow, difficult to find, never used, not relevant or not needed at all

How to improve the design of work procedures

Create 01

- ✅ Ensure it's needed
- ✅ Involve the whole team at every stage
- ✅ Identify hazards
- ✅ Capture how your work is really done
- ✅ Ensure it's easy-to-follow

Test 02

- ✅ Ask people who will use it to test it
- ✅ Use feedback to improve it
- ✅ Repeat until everyone is happy with the procedure

Use 03

- ✅ Train people in its use
- ✅ Spend time putting it into practice
- ✅ Make sure it's easy to find
- ✅ Share it with others

Review 04

- ✅ Review regularly
- ✅ If it's not being used, understand why
- ✅ Update it if it no longer reflects how you really work

For more visit the *10 key steps to designing work better* process journey **https://bit.ly/DesignofWorkProcedures**

Read the full guidance on human-centred design of work procedures

Guidance to help design effective and usable work procedures for health and social care teams

ⓘ Download 10 Key Steps

⬇ Download guide