

THE AIM

Aarhus Implementation model

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Aarhus Kommune



CONNECTING THE DOTS



The AIM

Aarhus Implementation Model



OVERVIEW

- Management Power
- Organisation
- Resources and competences
- Communication and culture
- Equipment
- Goals and followup



MANAGEMENT POWER

A strong foundation of management is a prerequisite for successful implementation of new technologies in caretaking

Therefore

- Transform organisational goals into local objectives
- Ensure involvement of leaders at all levels
- Set obtainable success criteria
- Datadriven management

- Communicate Mission and Vision
- Ask 'the Big Why'
- Involve relevant personnel- "Rogers curve"
- Focus on individual needs

ORGANISATION

Put the organisational capabilities in to play to maximize chances of succes.

Map potential organisational assets within

- Test-environments
- Assistive Living Technology-pioneers
- Local networks
- Map “Who does what and when”

Deligate responsibility to the caregivers

- Involve caregivers in Stakeholder Analysis



RESSOURCES AND COMPETENCES

Optimize use of the organisations ressources and competences by

Ensure followership at all levels by

- Supervision
- User involvement
- Communication
- Dedicated training of caregivers

Utilize in-house competencies like...

- Technology-based Learning concepts
- Video Guidance and manuals
- Conference-days

- Knowledge shearing internal and external
- Network meetings
- Courses



COMMUNICATION AND CULTURE

Communication is key to successful implementation of work-culture changing technologies

Create insight by communicating

- Sense making- What's in it for me
- News-letter, webinars, pamphlets etc.

Ensure a smooth transition of working-culture

- Planning of implementation processes in respect of those affected
 - Openly addressing insecurities
 - Awareness of ethical considerations
 - Celebrate Successes
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- Making sure caregivers and caretakers are sufficiently informed



EQUIPMENT

When implementing technology expect maturity and reliability of the equipment by making

Specification of requirement

- User friendly
- Addressing the needs of caretakers and caregivers
- Technically specifications
- Data security
- Availability

Collaboration with suppliers

- Contracts of service and support
- Contracts of education
- Delivery
- Customization



GOALS AND FOLLOWUP

A successful implementation is achieved once the goals are fulfilled and the next step is planned

Ensuring and monitoring the continued progress of the implementation

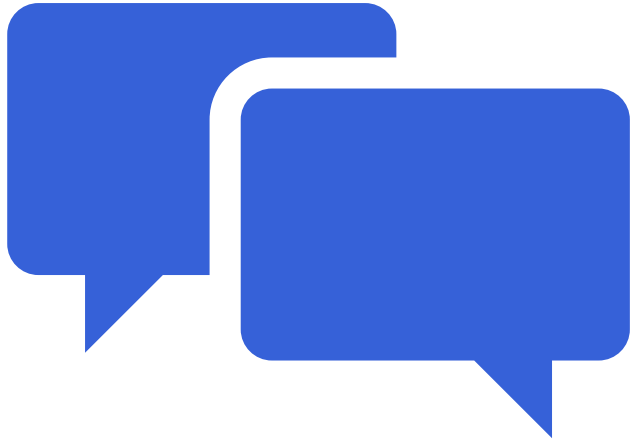
- The SMART- model (Specific, Measurable, Achievable, Realistic, and Timely)
- The PDSA circle (Plan- Do–Study- Act)
- On-going followup on goals and process

The desired effect of implementation

- Self-reliance, independence and security for the citizen
- Better work environment for the caregivers
- Improved workflows and work optimization
- Higher service levels
- Include available data in evaluation



QUESTION TO REFLECTION



Which elements from The AIM supports your work with technologies?

THANK YOU

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