



# WORKSHOP

## Readiness for change and the role of leadership

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# iHAC – Integrated Healthcare and Care

A collaboration between the Nordic countries governments  
and their agencies for integrated healthcare and care,  
supported by distance spanning solutions

[www.integratedhealthandcare.com](http://www.integratedhealthandcare.com)

[www.ivopd.se](http://www.ivopd.se)

# WORKSHOP

- **Readiness for change and the role of leadership**
- **The aim of the workshop is** to explore and apply the Lippitt-Knoster model for managing change in complex organizations by using a real-world case. Through collaborative discussion and reflection, participants will identify and strategize around the most critical elements of successful change management in their own or similar contexts.
  1. **Short introductions at the tables, name and function**
  2. **Question 1**
  3. **Question 2**
  4. **Wooclap.com**
  5. **Conclusion-reflections**

# Introduction: Lippitt Knoster model – Managing Complex Change



# Care for the elderly and technology – a realistic plan or the dream of a few eccentrics?

Gerda Kiipli-Hiir  
Municipality of Elva  
Head of the Social and Health Department

## Our goal

To successfully integrate social work for the elderly with contemporary technologies and make technological devices become as standard as walkers and hearing aids

## Today and tomorrow

- The proportion of elderly people is increasing
- There is a growing demand for high-quality social services
- People want to live in their own homes for as long as possible
- The burden on family caregivers needs to be reduced

## Our experiments in the world of technology

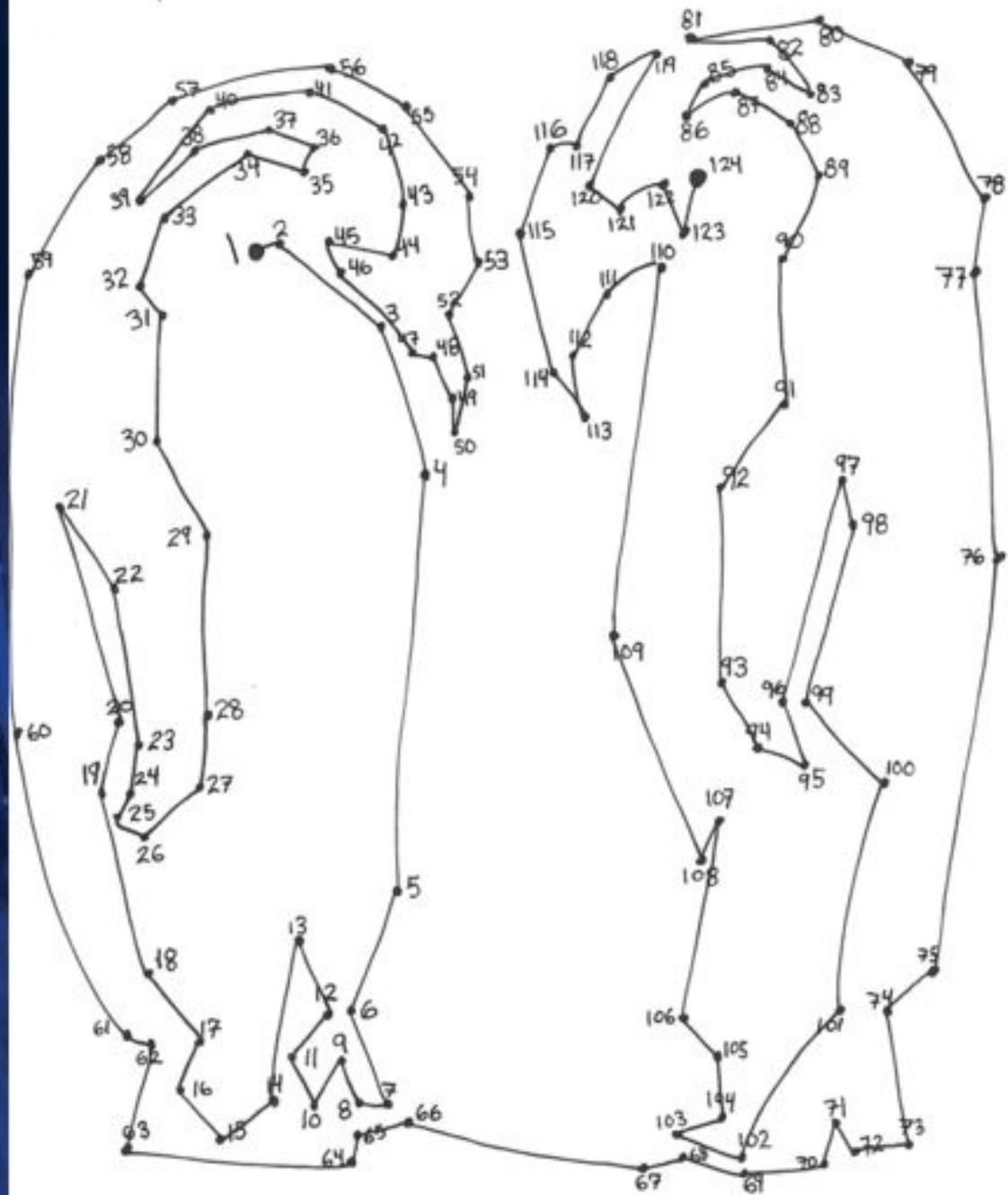
- Medication dispensers
- Falling detectors
- GPS tracking devices



# Challenges

- Negative attitudes of family members
- The elderly's dismissive attitude towards technology
- Confusing situation for social workers
  - How to evaluate the impact of the device?
  - Legal questions – can we say that technological devices are in all cases part of our service?







TÄNAN!

# Question 1

Using the Elva municipality case (or your own case) as a starting point, which element/s of the Lippitt-Knostrer model do you consider the most critical for successful change?

Group discussion- 10 minutes

Wooclap.com

# Question 2

- As a group, discuss and suggest practical ways to strengthen the most critical element(s) identified from the Lippitt-Knostrer model.
- What concrete actions could your organisation or team take to support these areas and increase the likelihood of successful change?“

Group discussion- 10 minutes

Wooclap.com

# Question 3

- What potential obstacles or resistance might arise when strengthening these critical elements, and how could they be proactively addressed or mitigated?

Group discussion- 10 minutes

Wooclap.com

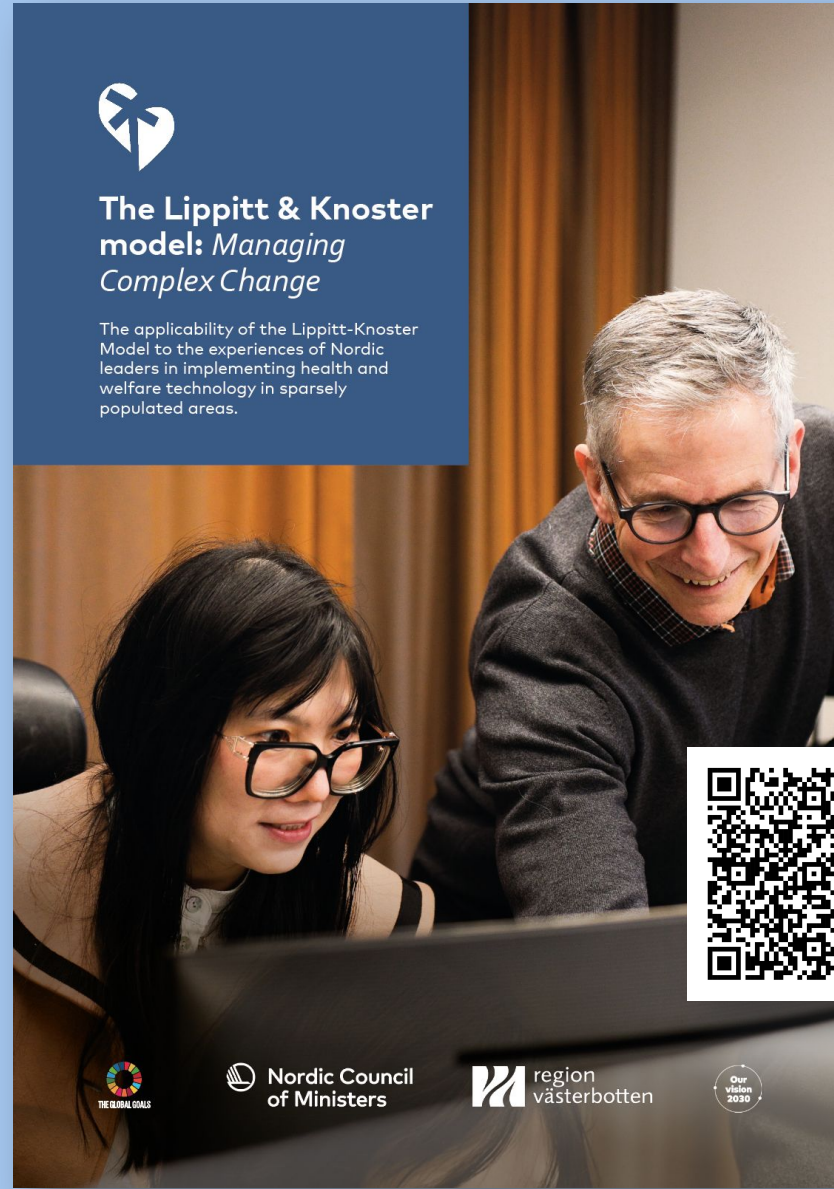
## Integrated Healthcare and Care through distance spanning solutions

– for increased service accessibility



## The Lippitt & Knoster model: *Managing Complex Change*

The applicability of the Lippitt-Knoster Model to the experiences of Nordic leaders in implementing health and welfare technology in sparsely populated areas.





# 5 pivotal success factors for implementing Health and Welfare Technologies

1 *“Positive Attitudes and Understanding of Digital Transformation”*



2 *“Consensus on changing care delivery Through HWT”*



3 *“Leadership and Organizational Readiness for Change”*



4 *“Effective Feedback Mechanisms”*



5 *“Trust and Engagement in the Learning Process”*



**Read the article**

Gustafsson, C., & Dannapfel, P. (2024). Leaders' experiences of successfully implementing health and welfare technology in sparsely populated Nordic areas.

<https://integratedhealthandcare.com/>