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CHANGING THE RULES®

The Bard Group’s **Changing the Rules®** program helps health care organizations – hospitals, health systems, physician groups, and others –identify the unwritten rules governing institutional and individual behavior that may interfere with efforts to improve performance.

When healthcare organizations seek to improve clinical quality, outcomes, patient safety, business performance, or the satisfaction of physicians and other caregivers, they often encounter resistance and skepticism. Underlying attitudes and unstated priorities, even unwritten rules, can sabotage new processes and goals.

Changing the Rules® involves key physician and executive leaders in identifying those implicit rules and their impact on the organization. The Bard Group’s consultants then facilitate the development of new, explicit rules that better serve the goals of both the organization and its members. The final component of the program is a communication and implementation plan to integrate the new rules throughout the organization’s culture.

Changing the Rules® is one part of The Bard Group’s comprehensive toolkit for teaching healthcare organizations and their leaders how to manage change and improve quality, outcomes, and business performance.