

# NIATX ORGANIZATIONAL CHANGE MODEL

## WHAT



**NIATx** is an organizational change model designed to **improve organizational performance** and **increase implementation outcomes**. The model is based on four evidence-based organizational/administrative change practices.

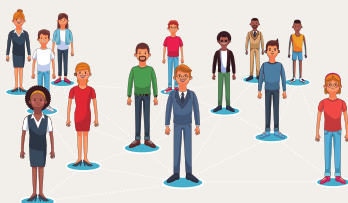
### Evidence-based activities include:

1. **Executive Sponsorship:** An executive leader personally supports practice implementation.
2. **Customer Focus:** Adapt the practice to satisfy important customer needs within local setting, while maintaining core fidelity.
3. **Change Leader:** Drives change, earns buy-in, and streamlines workflows.
4. **PDSA Cycles:** Employ Plan-Do-Study-Act to pilot and tweak the practice, aligning it with organizational processes.

## WHO

### INTENDED FOR

Anyone responsible for leading **implementation or organizational change** efforts.



### CONDUCTED BY

#### Co-designers of the change process:

- 1) Diverse representation of team members
- 2) Diverse set of customers impacted by the change
- 3) A change leader to facilitate the change team
- 4) Ideally, an external coach to provide guidance

## HOW

NIATx Model integrity is enhanced by using a **change leader** experienced with or trained in the NIATx methods and a **change team** that seeks customer perspectives.

**Change projects** can last from 4 weeks to 4 months, depending on the change complexity and resistance. **Teams meet** through newly scheduled or existing meetings.

**Resources** primarily rely on the time needed for the change leader and team to conduct NIATx activities. Efforts are encouraged to be budget-neutral or budget-reducing to enhance sustainability.



## WHERE

The utilization of evidence-based practices within the NIATx Model makes it generalizable. A unique competency of the model is its use in **improving processes that have multiple steps**, such as hand-offs between levels of care.



## CONSIDERATIONS

### Commonly used tools are

- Patient walkthrough to understand the patient experience.
- Nominal-group techniques to brainstorm ideas and get team member input.
- Flowcharting to understand process improvement opportunities.
- Use of SMART goals to direct and quantify change efforts.

### MORE INFORMATION

#### Key citation:

- More information about the NIATx model can be found at <https://niatx.wisc.edu/>

#### Illustrative application:

- [NIATx: Removing Barriers to Treatment & Recovery](#)

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