



When the Plan Meets the Day

Plans are often made in calm conditions.

The work rarely happens there.

It happens alongside interruptions, staff shortages, unexpected demand, competing priorities, and all the ordinary complications of a hospital day...

So when a plan isn't working, don't immediately assume that people have failed to follow it.

Go and see where the plan meets reality.

What makes sense on paper but not in practice?

What are people having to bend, skip, or invent just to keep things moving?

Sometimes the people closest to the work don't need another reminder.

They need a better plan.