

Lukas's and Lewin's change management models We also reviewed the experience using other models. The involvement of departmental teams and workers in the transformation process demonstrated "improvement initiatives that actively engage staff in problem-solving". Coordinated efforts to mobilize resources for implementation indicated "alignment to achieve consistency of organization goals with resource allocation and actions at all levels of the organization". In our case, the urgency of implementing the EMR mirrored the "impetus to transform." A clear plan to convert the company to a full-suite EMR system demonstrated the "leadership commitment" to quality