

SPRINT Implementation Collaborative™

COM-B Model for Behaviour Change

The SPRINT Collaborative employs the Capability-Opportunity-Motivation Behaviour (COM-B) theory to describe and predict the process of change and the anticipated outcomes of such changes. This model offers a comprehensive framework, recognizing the complex dimensions of behaviour. Utilizing this framework is pivotal when launching new ideas, as comprehending and guiding behaviour is typically central to successful implementation.

- **Capability** – The ability to partake in the anticipated activity, encompassing the required knowledge and skills for change.
- **Opportunity** – External elements that shape behaviour, such as a conducive environment for change and the availability of resources.
- **Motivation** – Internal cognitive functions that steer and energize behaviour, like habits and emotional reactions.

COM-B Model for Behaviour Change

| | | | | |
|--------------------|---|---------------------------------------|--|------------------------------|
| CAPABILITY | Knowledge | Skills | Memory, Attention, & Decision Processes | Behavior Regulation (Habits) |
| OPPORTUNITY | | Environmental Context / Resources | Social Influences (Influenced by others) | |
| MOTIVATION | Beliefs About Capabilities (Confidence) | Social / Professional Role / Identity | Beliefs About Consequences | Emotions |
| | Goals (I want to) | Intentions (I plan to) | Reinforcing Behavior | Optimism / Pessimism |

Using the COM-B Model for Change Ideas

When you're rolling out training in palliative care competencies (skills, knowledge, and attitude), think about the COM-B model. This approach looks at three essential areas: Capability, Opportunity, and Motivation. Below are examples of how you can apply this lens to create change ideas:

CAPABILITY: Enhancing Skills and Understanding

Customize Training: Find training courses that focus on the skills in your priority domains as identified through the staffs' self-assessments and tailor the training to meet your team's needs.

Try Role-Playing: Act out difficult conversations. This exercise strengthens your team's empathy and response to real-world challenges.

Online EI Training: Have staff complete the EI Training Modules (select a variety of modules that will enhance their skills and knowledge within your priority domains) and ask them to share their experiences practicing their new behaviors in team meetings.

Peer Learning: Identify champions and have your team share their knowledge during meetings. Have staff lead mini-training sessions to exchange valuable insights and skills.

Attend a Project ECHO Learning Session: Share your training needs with your coach and ask the CHCA team to include both a theoretical presentation and a case study in their national home-based palliative care ECHO sessions.

Use Virtual Learning: Encourage staff to attend webinars on palliative care skills, knowledge, and attitude (whether hosted by you, the CHCA, or other organizations).

OPPORTUNITY: Creating Space and Access

Protected Time for Training: Make sure staff have specific time set aside for learning without interruptions.

Resource Accessibility: Keep the EI courses and conversation guides at everyone's fingertips, and make the log-in process easy to use.

Team Meetings: Encourage regular discussions about new skills, knowledge, and attitudes within your team.

Mentorship Programs: Connect staff with individuals who are rated as "experts" in the competencies as mentors for guided learning.

Make Learning Easy: Share brief learning aids or short tips with your staff to keep new information top of mind and easy to digest and use.

Motivation: Inspiring Continuous Improvement

Recognition and Rewards: Celebrate those who show dedication and improvement in their palliative care skills.

Success Stories: Share heartwarming stories from patients and families to remind everyone why they do what they do.

Career Advancement: Link training achievements with career growth to keep the team striving for more.

Culture of Learning: Foster an environment where continuous learning is part of the daily fabric of your work and included in all your team meetings and communications.

Established in 1990, the Canadian Home Care Association (CHCA) is a national non-profit membership association dedicated to advancing excellence in home and community care. Our eiCOMPASS Project aims to empower home care providers to deliver emotionally intuitive, competency-based palliative care. We are enhancing the skills of frontline providers and improving team-based care that is compassionate, responsive, and person- and family-centred. [CHCA Website](#) / [X](#) / [LinkedIn](#)

The production of this material has been made possible through a financial contribution from Health Canada. The views expressed herein do not necessarily represent the views of Health Canada.