

# GETTING THE RIGHT IDEA

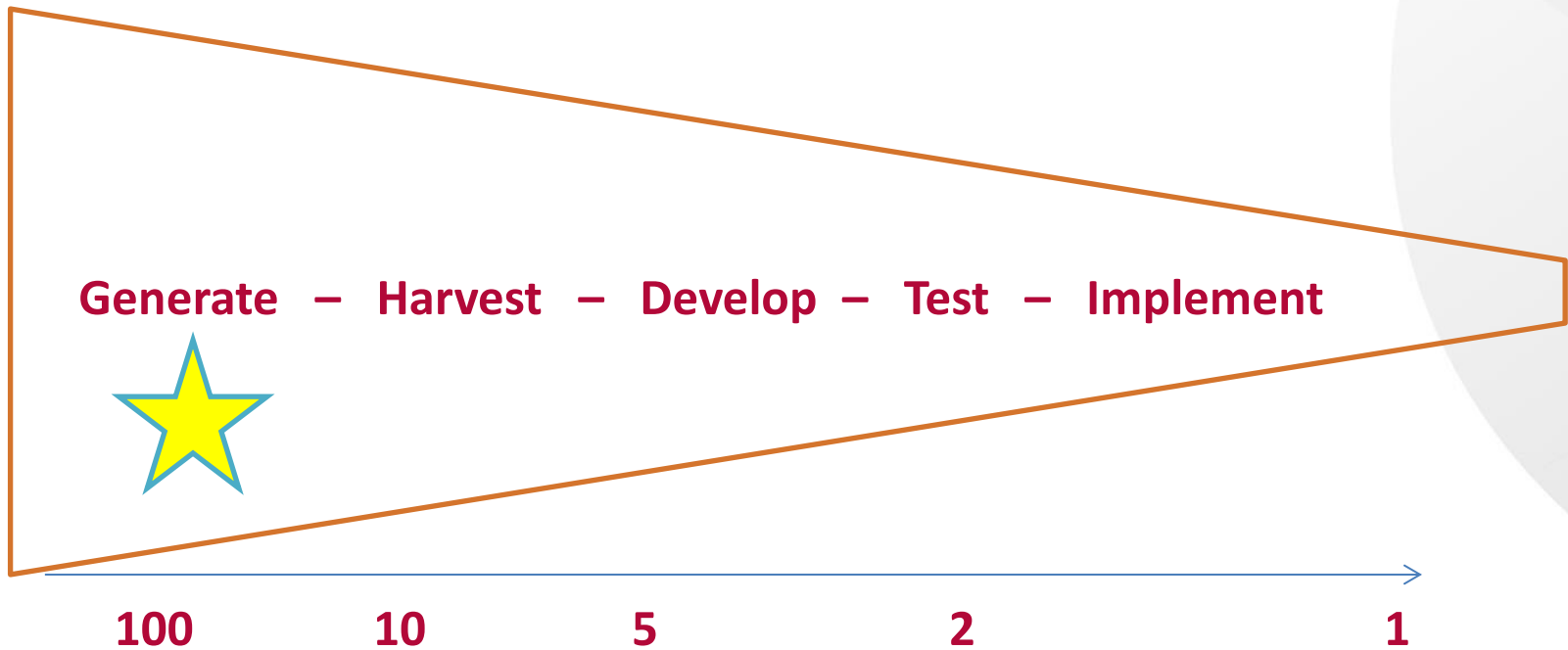
Transforming ideas into  
sustainable solutions

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# Solution Design

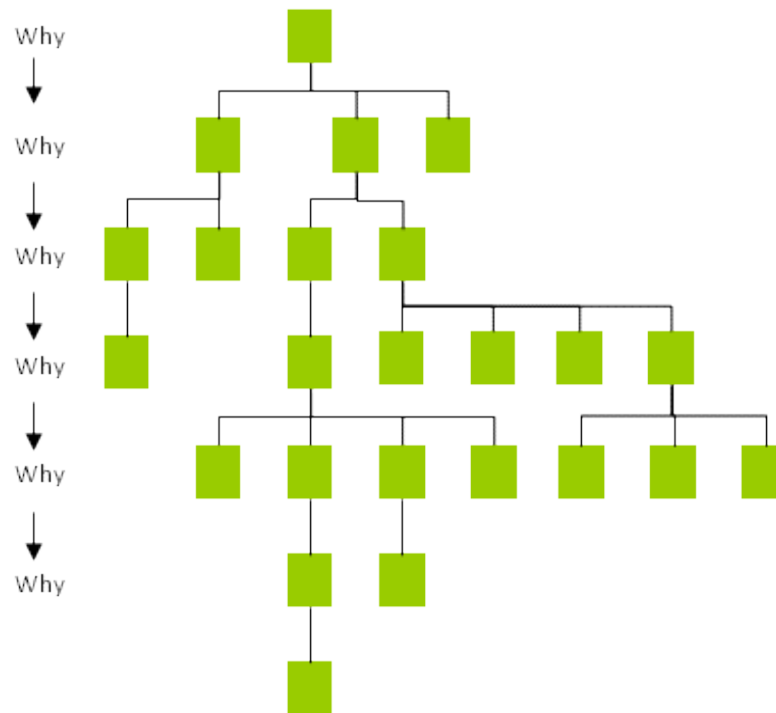
*from* **CREATIVITY...**

*...to* **INNOVATION**



# Be prepared

## Bring the right problem if you want the right solution!



# Working party solution guiding principles

<b>Patient Flow/ Access</b>	<ul style="list-style-type: none"><li>• Solutions should aim to ensure patients are provided with equitable, timely and efficient access to appropriate emergency care</li></ul>
<b>Patient Outcomes</b>	<ul style="list-style-type: none"><li>• Solutions should help achieve better patient outcomes</li></ul>
<b>Patient Experience</b>	<ul style="list-style-type: none"><li>• Solutions should aim to provide care that is respectful of, and responsive to, consumer rights, needs, values and preferences</li></ul>
<b>Patient Safety</b>	<ul style="list-style-type: none"><li>• Solutions should be safe for all stakeholders, including consumers, carers, staff, the community, and other parties</li></ul>
<b>Staff Experience</b>	<ul style="list-style-type: none"><li>• Solutions should recognise the valuable contributions of all staff to the patient journey</li></ul>
<b>Waste</b>	<ul style="list-style-type: none"><li>• Solutions should not increase waste within the health care system.</li></ul>

# Set a creative environment

- Colour
- Space
- Time
- Exercises
- Resources



# Workshop Preparation

Before	During	After
<p>Book the location of where the session will be held</p> <p>Prepare session material</p> <p>Schedule the facilitators</p> <p><b>Identify who to invite</b></p> <ul style="list-style-type: none"> <li>• Key Stakeholders</li> </ul> <p>Send out the Key Issues 24hrs</p> <p>Mental preparation</p> <p><b>Facilitator Preparation</b></p> <ul style="list-style-type: none"> <li>• Roles</li> <li>• Resources</li> <li>• Potential questions / responses</li> <li>• Run Sheet</li> </ul>	<p>Mental preparation</p> <p>Room preparation</p> <p>Gaining entry</p> <p><b>(Rapport, Credibility, Trust &amp; Confidence, Active listening)</b></p> <p>Beginning</p> <ul style="list-style-type: none"> <li>– Icebreaker</li> <li>– Introduction (INTRO) <ul style="list-style-type: none"> <li>• Interest, Need, Timing, Range, Objective <i>Create storyboards to present the content of the “station”</i></li> <li>• Car park</li> <li>• Ground rules</li> </ul> </li> </ul> <p>Middle</p> <ul style="list-style-type: none"> <li>– Facilitate ideas generation</li> </ul> <p>End</p> <ul style="list-style-type: none"> <li>– Recap</li> <li>– Enlisting support</li> </ul>	<p>Analyse the results / debrief</p> <ul style="list-style-type: none"> <li>– Cross check</li> <li>– Clarify</li> <li>– Fulfil</li> </ul> <p>Continued engagement</p> <ul style="list-style-type: none"> <li>– 4 hrs</li> <li>– 1-2 days</li> <li>– 1 week</li> </ul>

# Effective solution generation



# Exercise



**Your mission:** Achieve world peace by next January  
GO!.....



# Techniques

- **Brainstorming**

- Affinity grouping/ theming; multi voting



- **Blitz**

- fast paced; focus in on best solutions



- **Power of three**

- generates creative and radical thinking



# Blitz

## 1. Generate ideas

- Fast
- Individual

## 2. Take best options

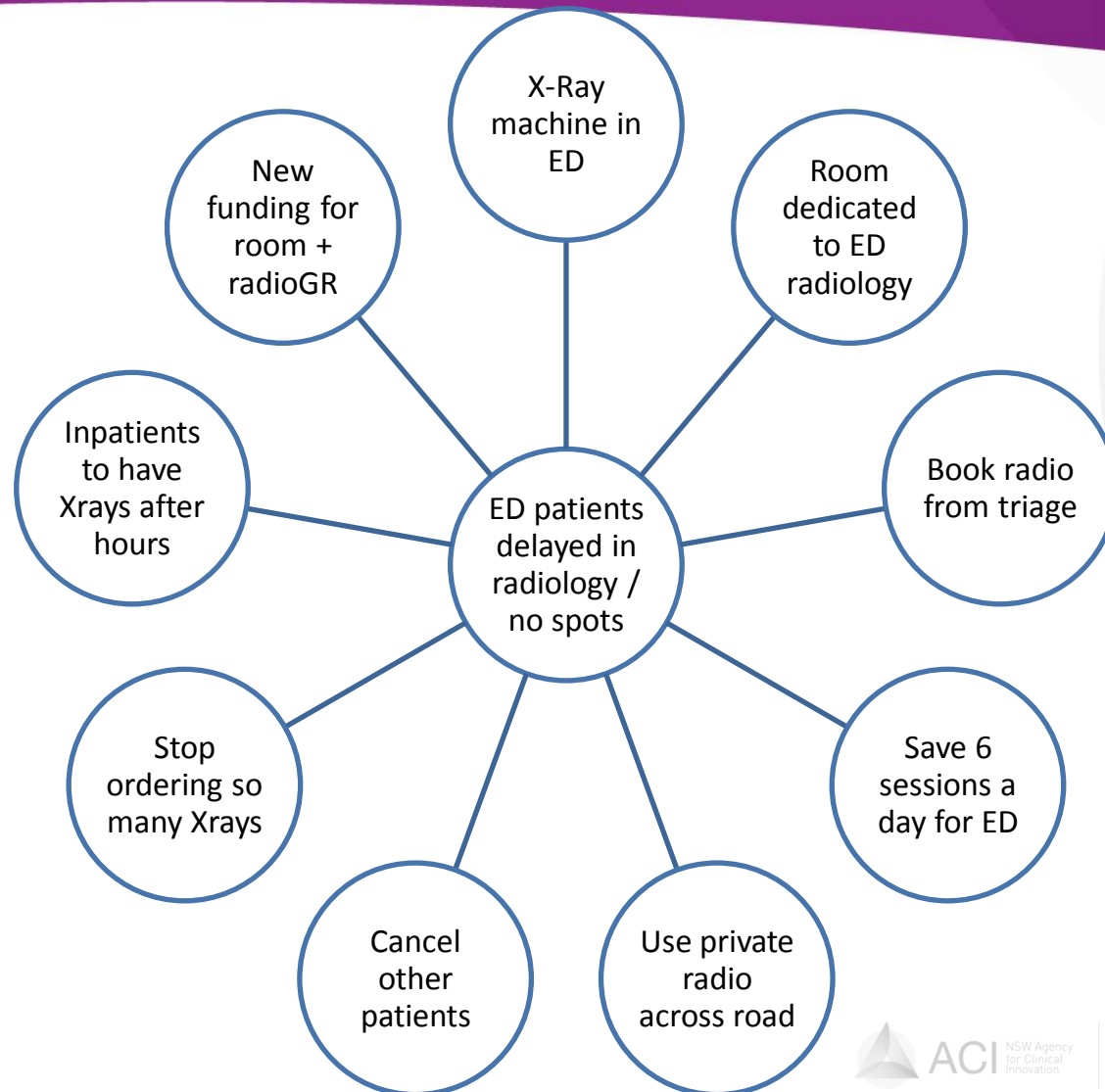
- Inclusive

## 3. Score

- Group agreement
- Solution check

## 4. Re-blitz – action plan

- Optimize best idea



# Blitz – Example Step 2: Prioritise

Solution	Solve problem	Feasibility	Patient satisfaction	Cost	Total
X-Ray machine in ED	4	1	4	1	10
Room dedicated to ED radiology	4	2	2	2	10
Book radio from triage	2	2	1	3	8
Save 6 sessions a day for ED	3	2	3	3	11
Use private radio across road	3	2	2	1	8
Cancel other patients	3	3	1	3	10
Stop ordering so many Xrays	4	3	3	4	14
Inpatients to have Xrays after hours	3	2	2	2	9
New funding for room + radiographer	4	1	4	1	8

# Power of Three

1. Usual or work around

2. Current or likely solutions

3. Radical ideas/ solutions

Work up the best solutions

# Challenge the assumption

How to manage chronic conditions with less visits to the doctor?

## Unwritten rules

- Patients attend hospital for tests ⇒

- Dr appointment / visit to review results ⇒

## New idea

- Patients learn to monitor themselves

- "virtual consult"

# Classic Brainstorming

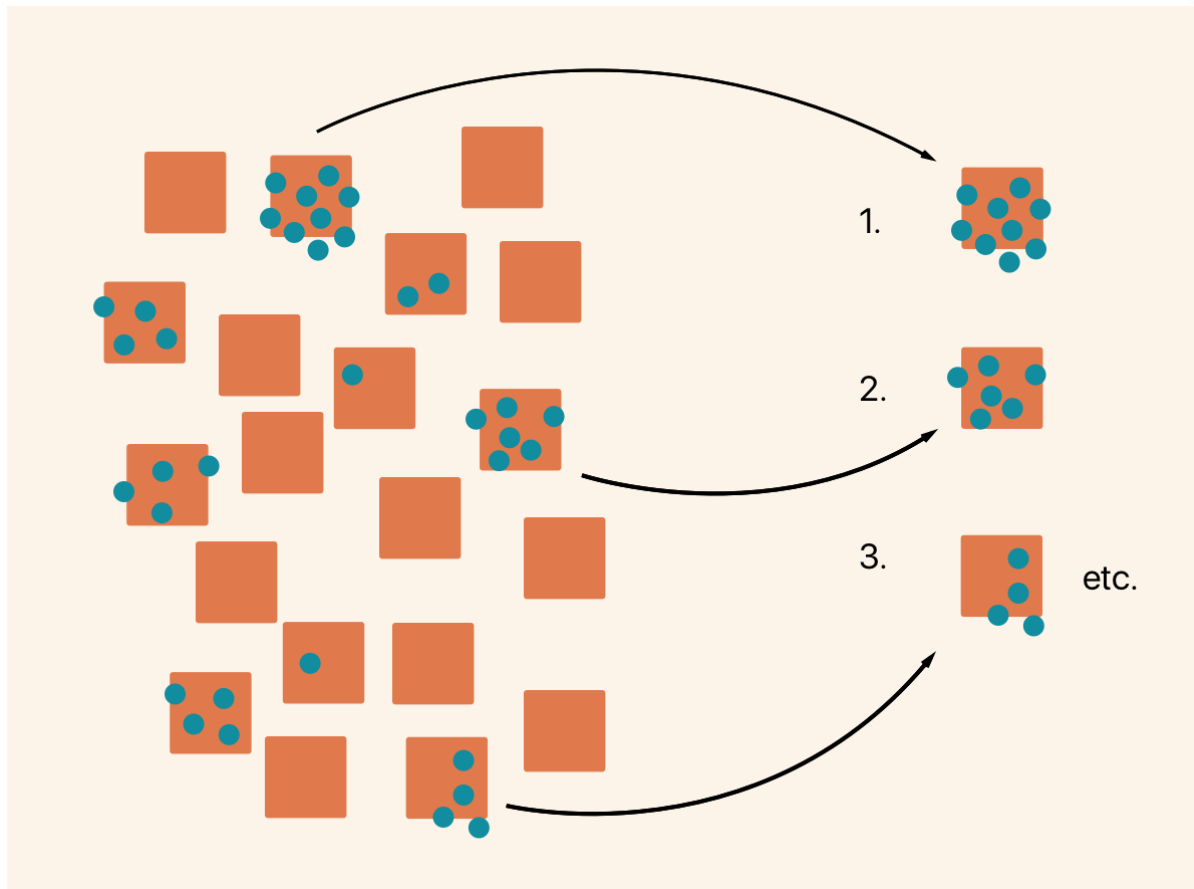
Initial download



Affinity Grouping



# Dot or Multi voting



# Brainstorming Exercise

**Problem:** Patient complaints are increasing about the waiting room in our clinic.

**Question:** How can we improve the comfort of our patients while they wait for their appointments?





# Stations

## 4 groups

- 2 x blitz
- 2 x Power of Three



# Problems

- Discharge meds are delayed due to late arrival of script to pharmacy (after 12pm) and therefore delaying patients leaving the ward
- Bed cleaning after patient discharge is taking over 1.5 hours and delaying access to ED patient admissions
- Reporting of CT scans for ED patients is taking over 3 hours and delaying disposition decision making

# How will you select your ideas?

- **IMPACT** – will it really make a difference?
- **ATTRACTIVENESS** – will people like it?
- **COMPATABILITY** – can we do it?

# Using EAST to build our ideas

## **EASY:**

simplification,  
defaults options,  
remove friction

## **ATTRACTIVE:**

salience,  
personalisation,  
incentives

## **SOCIAL:**

norms,  
networks,  
commitments

## **TIMELY:**

key moments,  
prompts,  
habits

# What would X do?



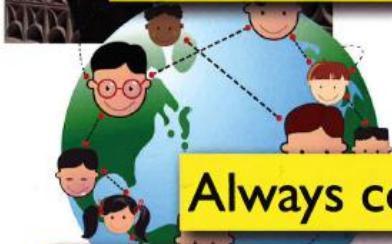
Sense of entitlement

"We have a voice, and we have the ear of the decision makers. Not bad for a group of lazy, entitled, twentysomethings. We've learned the importance of balancing work and life from our overworked parents, and we've watched our older siblings and cousins struggle with their baby boomer bosses who refuse to retire. Now we're primed to change the workplace for the better".



Twentysomethings

Youtube generation



Always connected

Gen



Generation Y, like all past generations, has been shaped by the events, leaders, developments and trends of the times. Just as the Baby Boomers had the 60s, Rock and Roll and the Vietnam War, Gen Y has seen the rise of instant communication, made possible with the mainstreaming of the internet, along with email, texting, and IM. New mediums like YouTube, social networking sites like Facebook and Twitter are part of everyday life. Generation Y has always got someone listening and are ready to give back.

Trophy kids

Many employers are concerned over Y's unrealistic expectations on their workplace and their desire to shape their jobs to fit their lives rather than be flexible.

Instant gratification

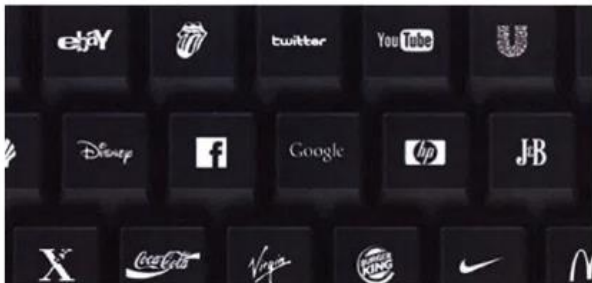


Facebook generation

Not Gen Y | Gen Y

What they want:

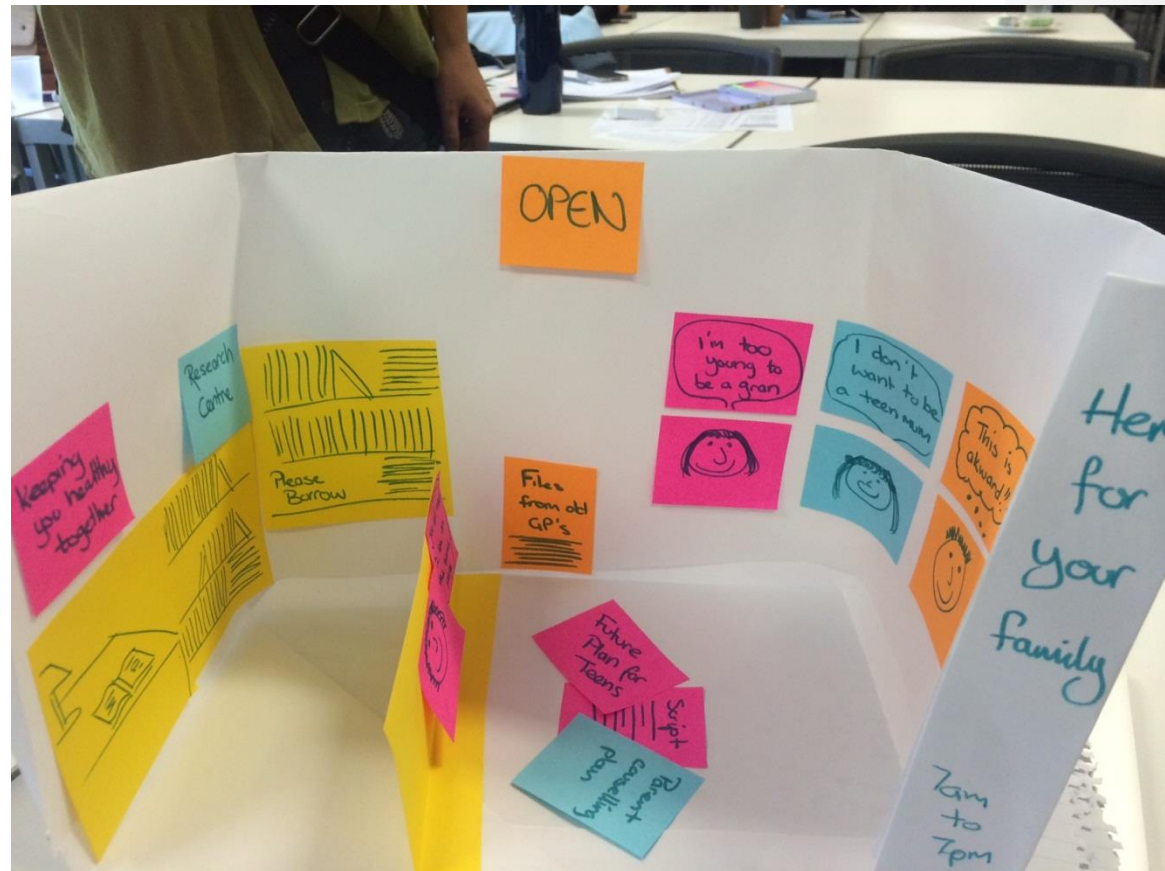
1. To making a difference,
2. To stay in constant communication with others
3. Flexibility in everything
4. Now please...



# What does prototyping / simulation look like?

Prototype

*GP consult*



# Wrap Up

- Remember to prepare well – make the most out of the opportunity
- Think about which technique/s best suits your purpose - Brainstorming; Blitz or Power of three
- Strong facilitation takes practice

