FIRE Playbook: Implementing Change with Free Tools

FIRE (Find, Identify, Resolve, Elevate) is a lightweight problem-solving framework for frontline healthcare staff. This playbook outlines how to implement it with no budget, using free tools to track and act on ideas and issues.

# 1. 🔎 Find – Gather ideas or concerns

Tool: Google Forms

• Create a Google Form titled “FIRE Idea/Issue Form”  
• Fields to include:  
 - Date  
 - Your name (optional)  
 - Unit or department  
 - Describe the issue or idea  
 - Who is impacted?  
 - How urgent is this?  
 - Suggested solution (optional)  
  
Settings:  
• Allow anonymous submissions (optional)  
• Turn on email notifications for responses  
• Embed on your intranet or share a link with QR codes on breakroom posters

# 2. 🧠 Identify – Sort and prioritize

Tool: Google Sheets

• Link the form to a Google Sheet for real-time tracking  
• Add columns:  
 - Status (New, In Progress, Resolved, Escalated)  
 - Assigned to  
 - Notes  
 - Resolution date  
  
Tips:  
• Use color coding (e.g., red for urgent, green for resolved)  
• Create filters or tabs by team/unit

# 3. 🛠 Resolve – Take action and follow up

Tool: Email + Team Huddles

• Assign an owner for each item  
• Encourage frontline staff to own small fixes  
• Route bigger issues to leadership via email or shared huddle notes  
• Communicate updates via:  
 - Bulletin boards  
 - Team emails  
 - Hallway shout-outs  
  
Bonus:  
• Celebrate quick wins in a monthly “FIRE Fixes” email

# 4. 🚀 Elevate – Escalate systemic or repeated problems

Tool: Email escalation or shared leadership doc

• Create a simple escalation template:  
 - What is the issue?  
 - Who has tried to fix it?  
 - Why does it keep happening?  
• Send escalations to leadership monthly or as needed  
  
Build trust:  
• Include a named liaison from leadership to respond within 1–2 weeks

# 📊 Optional: Dashboard or Display

Tool: Google Data Studio or Printed Posters  
• Visualize FIRE submissions and fixes by unit or theme  
• Show progress to increase participation

# 🧩 Example Folder Structure (Google Drive):

FIRE Initiative/  
├── FIRE\_Idea\_Form (Google Form)  
├── FIRE\_Tracker\_Sheet (Google Sheet)  
├── FIRE\_Escalation\_Template.docx  
├── Monthly Updates/  
│ ├── FIRE\_Wins\_March.pdf  
│ ├── FIRE\_Wins\_April.pdf  
├── Posters\_QR/  
│ ├── Submit\_Idea\_Poster.pdf