

# Promoting & Celebrating Innovation

AFPA Webinar

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# Start with a Story



Innovative and FUN!

# HCAHPS Music Video White County MEDICAL Center

<http://www.youtube.com/watch?v=aAaxKcYBXm8>

# Improve Stage in Review

## ☐ PDCA/PDSA

## ☐ Tips for testing changes

- Stay a cycle ahead
- Scale down the scope of tests
- Pick willing volunteers
- Avoid the need for complete consensus, buy-in, or political solutions
- Don't reinvent the wheel!
- Reflect on the results of every change
- Be prepared to end the test of a change

## ☐ Difference between testing & implementing a change

## ☐ Be prepared to “Traverse the Trajectory”

Define

Measure

Analyze

Improve

Control

# Tool Options for Analysis & Innovation

- Good for analysis or problems & innovation for solutions
  - 5 Whys
  - Fishbone Diagram
  - Affinity Diagram
  - Pareto Charts
  - High Performers – Best Practices
- Bottom line: The “Sky’s the Limit” – be creative!

Define

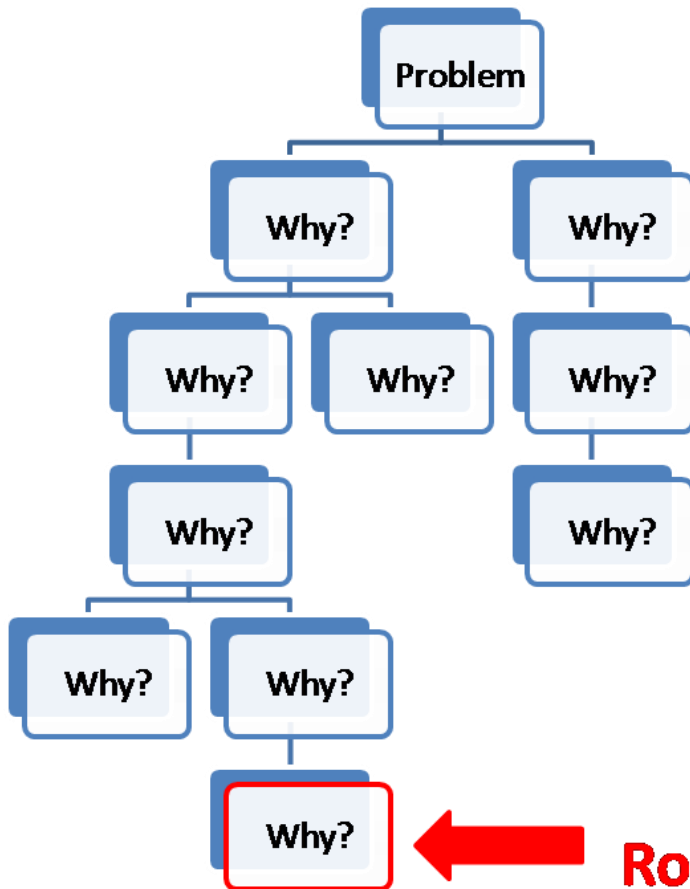
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# 5 Whys Example



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# Fishbone Diagram: What is it?

- Visual tool to see how causes lead to effects
- Focuses on all the possible CAUSES or SOLUTIONS for a problem, not the symptom (problem) itself
- Example: All the reasons why a phone or call light was not answered

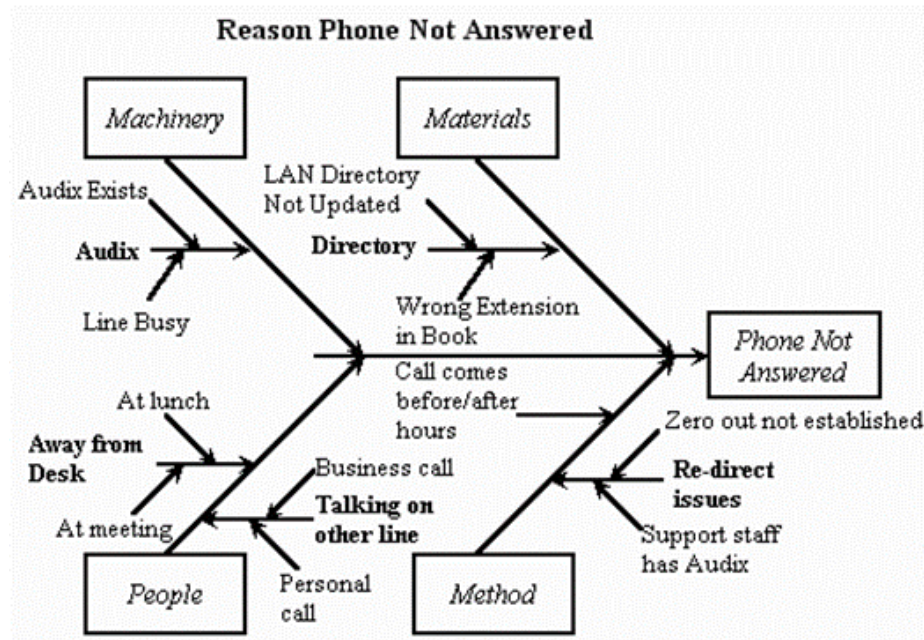
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# When to Use the Fishbone

- When there are varying opinions about the root cause *or solution* for a given problem
- The Fishbone method fits well with 5 Whys
- The 5 Whys help team members drill into the root cause of the problem by taking a long hard look at potential causes or solutions

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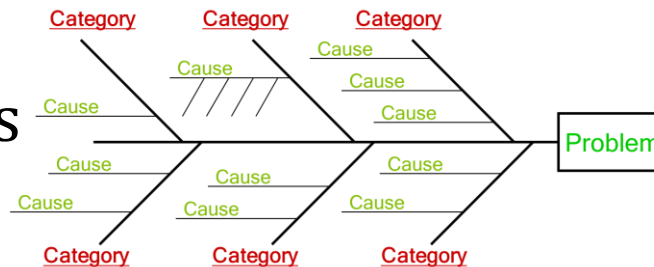
Improve

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# Fishbone Diagram: What is it?

- Primary “Bones” of the fish may be:
  - Resources
  - Timing
  - Equipment
  - People (staff, family, patient or other)
  - Policies or Procedures (MD or Hospital)
  - Communication
  - Inputs and Materials
  - Funds/payment



Define

Measure

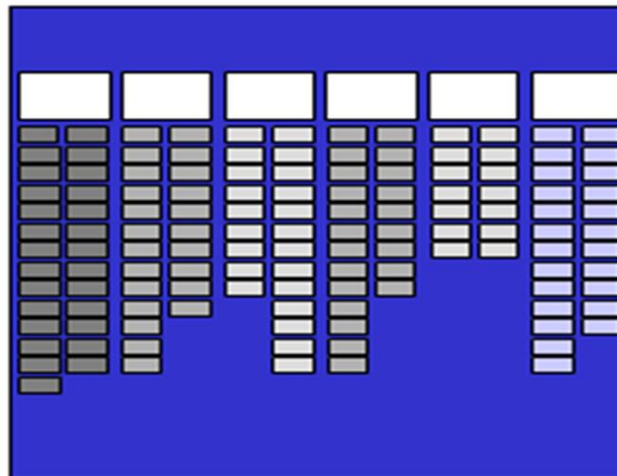
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# Affinity Diagram: What is It?

- It is a diagram that brainstorms at least 40-60 ideas or issues, with 6-10 groupings that are clumped by related concepts
- Typically done utilizing post it notes, which foster a more creative environment, where individuals can then rearrange related ideas and concepts



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# Affinity Diagram: What is It?

- Usually done in complete silence because:
  - It forces individuals to focus on the content of the idea, not the originator
  - It allows people the freedom to determine new combinations without feeling defensive
  - People tend to avoid old battles and are now working together, thus it fosters alternative ideas and solutions

Define

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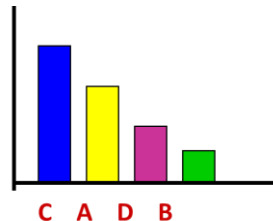
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# Pareto Chart: What is It?

- A charting technique used for focusing attention on the most important problems, or the problems that could have the greatest impact if they are resolved.
- A Pareto Chart is a bar graph that ranks count data in descending order from left to right
- A Pareto Chart helps illustrate the “Vital Few and Trivial Many Rule” or 80/20 rule.
  - In one interpretation, that is 80% of the problems result from 20% of the causes.



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# High Performers – Best Practices

## 1. Keep it local

- Involve frontline staff in system-wide efforts
- Unit-based teams



## 2. Take five – high five

- Give them time and space to be creative
- Service Champions model

Define

Measure

Analyze

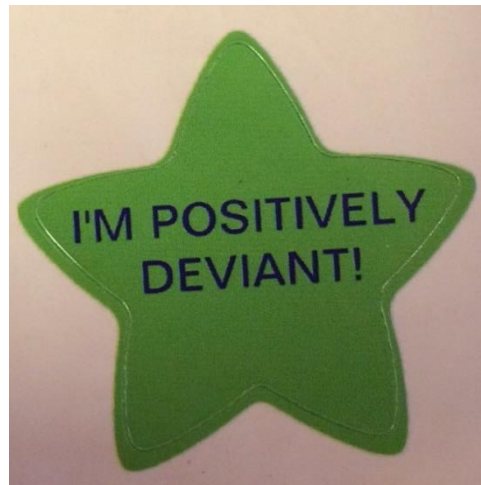
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# High Performers – Best Practices

## 3. Be Positively Deviant!

- Idea that the answers lie within
- Set expectations & empower them with the belief that they can make a difference



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# High Performers – Best Practices

## 4. Project your Patients' Voices

- Early
- Often



## 5. Say “Yes!” or “What’s the worst that can happen?”

- As much as possible
- Ask “why not?”

Define

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# HCAHPS & VBP Getting Creative





# Looking Ahead

- At our December webinar – we'd like to feature several teams and hear about their learnings and progress through this cohort
  - THANK YOU to those of you who have already agreed to present
  - Still looking for a few more volunteers
- Presentation Overview
  - 3-5 minute synopsis of:
    - Where you started?
    - What you did?
    - Where you're at?
- If you'd like to volunteer – please contact Janiece Gray at [janiece.gray@dtaassociates.com](mailto:janiece.gray@dtaassociates.com)

# Questions?

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