

Go See Sheet

“STAND WHERE THE WORK IS DONE LONG ENOUGH AND YOU WILL FIGURE OUT WHAT NEEDS TO BE DONE.” (ATTRIBUTED TO TAICHI OHNO)

What is “Go See”?

“Go See” refers to intentionally going out and observing some part of the work in the place where the work gets done. There are many advantages including gaining insight into the work and experiences of others and gathering information under realistic conditions. Observers often notice things that those involved in the work do not! Go See is a fundamental skill for supervisors and managers to learn about the reality of the clinic so they can help dentists, hygienists and staff provide great care, reliably.

Your Task: Test the Go See method using a Plan-Do-Study-Act cycle.

Look at the PDSA form on the next page. Choose one part of care to Go See, like a sealant placement, caries risk assessment, or self-management goal-setting. If you want to observe some other work, fill in the blank!

We drafted answers to the Plan Questions, Predictions and Tasks. You are welcome to customize the Plan or try the Plan we sketched.

More on Plan Tasks 3 and 4

Task 3 says “Introduce Go See to the provider; aim is for observer to practice seeing problems/opportunities in the care first-hand.” Explain to the person who will be observed that you are testing a method to help you learn more about problems and opportunities in work at your clinic and you would like their help in a test. Share the PDSA form! Acknowledge that both you and the person being observed may feel awkward if you have not experienced Go See before.

Task 4 says “Orient patient to your observation.” Explain to the patient that your clinic is testing a method to improve patient care by carefully seeing how care happens. Ask if it is OK to observe today.

Summarize Your Study Step

Use the Go See Sheet on page 3; use this sheet as slide 9 in your Learning Session 2 Story Board. If you modify the predictions in the PDSA form, use **your** predictions in the table at the top of the Go See Sheet! For the Thought Experiment and Act items, circle YES or NO and be ready to explain your answers in the Learning Session 2 Story Board Session.

Add this PDSA to your PDSA log

Choose driver “P5. Able to use Model for Improvement to test, deploy and maintain changes” and summarize your test.

Questions?


Email Rachel rjohnson@nnoha.org. Attend optional ‘office hour’ call on Tuesday 15 January 2019, 3 pm ET, <https://nnoha.webex.com/meet/nnoha>

Background on Go See

Check the slides from Action Period 1 Team Call on 18 December. Stored on BaseCamp here <https://public.3.basecamp.com/p/WJH4c6m8kkDJK6nx5P2vNQ64>

Extra Credit: A 2nd PDSA—Using Go See to Improve Reliable Care

Go See a part of care; prepare by reviewing a standard description of the care: a flow-chart, a specification sheet or procedure document. Use the standard description as the **Plan** for care. Predict that care will follow the standard description. Observe the care and **Study** the contrast the standard description with actual care. What did you learn?

<h1>Plan-Do-Study-Act Record</h1>		DATE: _____	
	Change Idea to <u> x </u> test or <u> </u> implement		
	Which change idea from the change package are you testing? "Go See" part of care: <u> </u> sealant placement <u> </u> caries risk assessment <u> </u> self-management goal-setting _____		
PLAN			
Questions: What do we want to know?			
<ol style="list-style-type: none"> 1. Can a team leader or supervisor 'Go See' part of care? 2. Will the team leader (TL) or supervisor (S) get insight into challenges to doing the care effectively without stress or strain? 3. What does it feel like to observe care? 4. What does it feel like to be observed? 			
Predictions: What do we think will happen?			
<ol style="list-style-type: none"> 1. Yes. 2. At least one challenge (problem or issue) will be observed. 3. It will feel awkward (if this is the first time the leader or supervisor has done 'Go See') 4. It will feel awkward (if this is the first time the provider has experienced 'Go See') 			
Plan for Change or Test: who, what, when, where. What are we going to do to make our test happen?			
List the tasks necessary to complete this test (what)	Person responsible	When	Where
1. Choose the part of care to observe	TL or S		
2. Choose provider to observe	TL or S		
3. Introduce <i>Go See</i> to the provider; aim is for observer to practice seeing problems/opportunities in the care first-hand	TL or S		
4. Choose encounter and orient patient to your observation	TL or S		
5. Debrief the provider and note answers on the <i>Go See</i> sheet	TL or S		
Plan for Collection of Data: who, what, when, where. How will we compare predictions to actual?			
TL or S will note answers to questions on the <i>Go See</i> sheet (available by COB 21 December)			
DO: carry out the change or test; collect data and begin analysis; describe the test			
STUDY: complete analysis of data; summarize what was learned.			
ACT: are we ready to make a change? Plan for the next cycle.			

Go See Sheet Use as Learning Session 2 Story Board Slide 9

Comparison of Predictions to Actual

PREDICTION	WHAT ACTUALLY HAPPENED
1. Yes, could observe part of care	Tell us the part of care you observed
2. At least one challenge (problem or issue) will be observed.	If you saw a problem or issue, describe it
3. It will feel awkward for the observer	Reflect on your own feelings
4. It will feel awkward for the person observed	Don't forget to ask the person observed how it felt to have work observed

Any Surprises?

Thought Experiment:

Would you see/hear about the same things if you observed this part of care four more times? YES NO

Be prepared to explain your answer.

Act: Did you see/hear any problems that need solving? YES NO

Be prepared to explain your answer.