

# Introduction To “Go-See”

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## (1) In the 1-5 Scale

3.0 - Modest improvement

<input type="checkbox"/> Complete	Successful tests of changes have been completed for some components of the change package related to the team's aim statement. Some small scale implementation has been done. Anecdotal evidence of improvement exists. Expected results are 20% complete. (see note 1)
	a. Team reports monthly data on five core Collaborative measures.
<input type="checkbox"/> Complete	b. Team has tested Self-Management Goal Setting with at least one PDSA cycle.
<input type="checkbox"/> Complete	c. Team shows evidence of at least eight PDSA cycles related to changes to care process other than measurement system. Cycles must show the basic criteria for a PDSA**
<input type="checkbox"/> Complete	d. At least one change in the care process has been implemented related to driver P2 Evidence and Risk-based care: (1) evidence of use of the new way of doing work for "every patient every time" and (2) evidence that supervisor or manager observes the new way as part of a regular work review of 5 encounters (using a flow-chart, checklist or SOP to compare plan with actual work) ["Go See"]
<input type="checkbox"/> Complete	e. Anecdote of improvement: team can give one patient or staff story that indicates care or work ways are better as a result of this project.

## (2) Part of your pre-work for Learning Session 2

**“Stand where the work is done  
long enough and you will figure  
out what needs to be done.”**

attributed to Taiichi Ohno, father of Toyota Production System

# A job for Execs, Managers, Supervisors

Help individuals and teams carry out reliable care that delivers value.

- Is the planned work feasible?
- Do people have to strain and sweat to get work done?
- Is there wasted effort and delays that the boss can help remove?

'Go See' the work to find out the problems and opportunities

## Go See details

1. What to observe? Choose one chunk of care
  - a) an application of sealants
  - b) a caries risk assessment
  - c) a self-management goal setting
2. Who observes? Supervisor or Team Leader
3. Who is observed? Your choice

Conduct as a PDSA cycle

# Plan-Do-Study-Act Record

DATE:



Change Idea to   x   test or        implement

Which change idea from the change package are you testing?

"Go See" part of care:        sealant placement  
       caries risk assessment  
       self-management goal-setting  
       \_\_\_\_\_

## PLAN

Questions: What do we want to know?

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?

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 Go See 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 Go See 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 Go See sheet (available by COB 21 December)

**DO: carry out the change or test; collect data and begin analysis; describe the test**

A PDSA cycle for  
Team Leader (TL)  
or Supervisor (S)

- “Go-See, **Ask Why, Show Respect**” (Fujio Cho, Toyota Chairman)
- **Ask Why** guides us to think, to inquire. Asking why, with genuine curiosity, is one way to break away from our fast mental system that jumps to conclusions and engage our slow mental system that employs reasoning and logic. Acting as a detective, we can probe the circumstances of the failure or problem.
- **Show Respect** advises us to combine the rational mind of a detective with respect for the people doing the work. Respect can be shown immediately by words and demeanor. This step is all about engaging the hearts and minds of people!
  - References: <https://www.lean.org/shook/displayobject.cfm?0=1843> ;  
<https://www.iecodesign.com/blog/2017/9/20/go-see-advice>

## Go See Next Steps

1. Go See PDSA form and summary sheet will be shared by close of business Friday, December 21<sup>st</sup>
2. Carry out the Go See PDSA before you come to Learning Session 2