

Launching & Sustaining Idea Systems

Quick Tips for Managers/Supervisors

Set the stage with your staff - Present the Strategic Intent

1. Idea Systems offer a visually structured process, that is consistent across the organization, to address problems and concerns that staff encounter on a daily basis that impact engagement and patient outcomes; Establishes a process for celebration, recognition of staff innovation, and focused team work
2. Studies show that when employees are engaged, patient outcomes (patient experience and quality of care) improve
3. Participation will help promote a Culture of Ownership.
4. Idea Systems and specific ideas align to department and hospital goals.
5. **System goal: Each department will have Idea System ideas implemented equal to the number of employees in the department by end of FY14.**

Present an 'Idea System' - Get Your Staff Started!

1. Core components of an Idea System: **Idea Cards, Idea Board, Idea Board Huddles**
 - The physical look of the Idea Board and Idea Card may change over time to meet the needs of the staff who are using the idea board.
2. Remember to **plan** it before you start!
 - Get input from your staff
 - Discuss expectations and let them know that you and they are all learning together how to generate and implement ideas to solve problems

| IDEA BOARD | | | |
|--|-------------------|--|---------|
| How do we Improve? List here 1-3 focus areas for the department | | | |
| 1... | 2... | 3... | |
| NEW IDEAS | IDEAS IN PROGRESS | COMPLETED IDEAS | |
|  | | | |
| Idea # | Task | Responsible | By When |
| | | | |
| | | | |
| | | | |
| | | | |
| PARKING LOT (NOT AT THIS TIME) | | IDEAS NEEDING HELP | |
|  | |  | |

| Idea | |
|----------------------------|-------------|
| Name(s): _____ | Date: _____ |
| What is the problem/waste? | |
| Why is it happening? | |
| Idea: | |
| Date Implemented: | |

Define Criteria for Ideas (Examples below)

1. Low to no cost
 2. Focused in your area
 3. Can be implemented in 30 days
 4. Involves you in the solution
 5. Aligns to department and system goals.
- Discuss other possible criteria suggestions with your staff.
 - Post the list of criteria with the Idea System.
 - Idea solution and implementation should involve the staff

Set Idea Board Huddle Guidelines With Your Staff!

1. Establish a **Standard Huddle Meeting Schedule**:
Day/time/duration/location (perhaps meeting time may rotate to accommodate different shifts - if so, this should be posted!)
2. Establish **Ground Rules**, for example:
 - Be creative and build on the ideas of team members
 - Huddle meetings are held regardless of who is/who is not present
 - Suspend judgment of ideas – ask questions instead
 - One conversation at a time
 - Keep the meeting under 30 minutes or less (assign a time keeper)
 - If there are too many ideas to discuss, prioritize 2-3 ideas to discuss at the start of the meeting
 - Review the board prior to the start of each meeting
3. Establish a standing **Agenda** for the Huddle, for example:
 - Vote or review votes on new Ideas to discuss (3 votes per person)
 - Celebration – Ask team: Anything to celebrate or recognize this week?
 - Action items due this week: status update, move idea card to next step (if applicable)
 - Discuss new ideas – problem, why it's happening, idea, assign owner(s)
 - End meeting when out of time or all ideas in progress discussed
 - Reflection on action: How did the huddle go today? What went well? What can we improve on?

Other Tips for Managers & Supervisors

1. When you hear an idea, encourage the staff to post the idea on the Idea Board - even if the idea had a solution already implemented! **All implemented ideas contribute to our goal.**
2. Encourage your staff to work through the Idea Board discussion even if you are present in the Huddle. This will show that in your absence, Huddles can happen - no need to wait for you!
3. Post **Idea Criteria, Ground Rules** and **Standard Huddle Meeting** time beside the Idea Board - so everyone knows!
4. Rotate staff participation in Huddles so that the same people aren't always the ones driving the Idea Board. Work with your staff for coverage so that everyone has the opportunity to participate.
5. Check in with your staff at the end of the huddle to solicit feedback on the Huddle process, the design of the Idea Board, or any other feedback for improvement; **Recognize & Celebrate Success!**
6. Idea Board Facilitators will follow the process for logging ideas into the Implemented Ideas database.
7. If your staff have ideas that impact other departments, post in Ideas Needing help section and work with the other department manager's to get a team together. Managers can support this team and help remove barriers.
8. Talk about the Idea Boards and Huddle experiences with your peers! Stop in and visit each other's areas to view Idea Boards and learn from each other.
9. For additional support, please sign up for a **Sustaining an Idea System** session through E-Learning.