



ED PIP: Solution Design Phase

Workplan

Solution Design: Outcomes and Timing



Operating System

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| <ul style="list-style-type: none"> • Identify ideas into categories (e.g. 'just do it', big opportunities) • Initial solution design to address root causes | <ul style="list-style-type: none"> • Develop Implementation plan for 'just do it' ideas • Finalize solution design for big opportunities • Ensure resources required to implement/pilot ideas in place | <ul style="list-style-type: none"> • 10 – 15 robust and practical solutions ready to pilot • Pilot/implementation plan complete for each opportunity • Solution training for staff involved in pilot/implementation complete |
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Performance Management

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| <ul style="list-style-type: none"> • Metrics for solution chosen • Baseline performance for solution metrics created | <ul style="list-style-type: none"> • Measurement system for solutions developed • Long-term owners of metrics identified | <ul style="list-style-type: none"> • Roles adjusted as required • Teams reviewing performance daily using the DART |
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Culture & Capabilities

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| <ul style="list-style-type: none"> • Actively manage stakeholders • Engage unit staff and physicians in solution design • Skills learning | <ul style="list-style-type: none"> • Share draft solution designs with unit (e.g. open house) • Stakeholder support for solutions in place • Functional learning | <ul style="list-style-type: none"> • Steering Committee Meeting • Hospital wide communication • Skills learning #4 |
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Communications

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| <ul style="list-style-type: none"> • Unit update | <ul style="list-style-type: none"> • Communication to stakeholders that will be affected by changes • Prep for Steering Committee | <ul style="list-style-type: none"> • Final communication to groups affected by upcoming changes • Hospital wide update |
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Team Management

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| <ul style="list-style-type: none"> • Update team Work Plan (e.g. each idea has lead) | <ul style="list-style-type: none"> • Pilot/implementation progress tracking system in place | <ul style="list-style-type: none"> • Team event • Final check of pilot readiness • Team staffing for pilot confirmed |
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There are items listed as “skills or functional learning”. This refers mainly to the focused training for information and tools found within this toolkit.