

Transforming Change in Healthcare

Rediscovering your creative side
Liberating Structures

Liberating Structures

LIBERATING STRUCTURES V 2.1	LS Menu	Wicked OS	What? Jeopardy	Min specs	Heart, rock, engaged	What I need from you	Integrated autonomy
	4-3-2-1 all right cycles	Apprentice interviews	Discovery and action dialogue	Improv prototyping	Drawing together	Open space technology	Critical uncertainties
	Integrate reworking	TRIZ	Share & share	Helping heuristics	Design storyboards	Generative relationships	Escape
	9-why	15% solutions	25-10 crowdourcing	Conversation cafe	Calibrity interview	Agree/consistency matrix	Pararchy
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From Keith McCandless & Henri Lipmanowicz

Liberating structures provide just the right balance between too much structure that can drive out creativity and too little structure that can cause chaos!!

Tools:

- Speed Network
- TRIZ
- Improvisation
- Wise Crowds
- 25/10

Speed Network

2 minutes per person
Speak with 3 people

Ask 2 questions:

1. What challenge did you bring today?
2. What can you contribute to the workshop?

(Think about your strengths and talents!)

Speed Network

What did you notice when you spoke to people??

What happened in that process?

Speed Network

- Space:
 - Open
 - Done standing
- Configuration:
 - Pairs
- Everyone is able to participate



TRIZ

Purposes:

- Make it possible to speak the unspeakable, expose the taboos, get skeletons out of the closet
- Make space for innovation or change
- Lay the ground for **what needs to change**
- Build trust!

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TRIZ

Keys to success:

- Enter into TRIZ with a spirit of **SERIOUS** fun
- **Begin with a VERY unwanted result**
- Include the people that will be involved in stopping the activities that come out
- Make real decisions about what will be stopped

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TRIZ

First Step:

In your small group, compile a list of to-do's in answer to:

"How can we reliably create a very unwanted result 100% of the time???"

10 minutes

GO WILD!!!!



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TRIZ

Second Step:

- In your group, go down your list and ask:
 - "Is there anything we are doing that resembles that in any shape or form. What is on our list?"**
- Make a second list of those activities & talk about their impact
- Be unforgiving
- 10 minutes

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TRIZ

Third Step:

- In your group, compile the list of what needs to be stopped or changed
- Take one item at a time & ask:
“How am I and how are we going to stop it? What is your first move?”
- Be as concrete as you can
- Identify who else is needed to stop the activity
- 10 minutes

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Some Topic Ideas if you can't come up with your own:

- | | |
|--------------------------------|---------------------------------|
| ■ Medication Reconciliation | ■ Hand Hygiene |
| ■ Hospital Acquired Infections | ■ Healthcare Worker Education |
| ■ Surgical Checklist | ■ Physician Engagement |
| ■ Transitions of Care | ■ Emergency Department Access |
| ■ Handovers | ■ Catheter Associated Infection |
| ■ Communication | |

25

WILL GET YOU

10

UP

25/10

On index cards, each participant writes:

- 1) If you could make any change on the unit what would it be? BE realistic!!
- 2) What would be your first step!



no names & write legibly

25/10 (Process)

- Moving around the room pass the cards between you
- 5 rounds
- Rate from **1 = ok** to **5 = really cool!**
- Put rating on the back of the card
- At no time should you have your own card
- After the last round add all the scores together - there should be 5 numbers. Total will be **X** out of 25



Wise Crowds



Wise Crowds

- Practice asking for, receiving, and giving help
- Tap intelligence of the whole group
- Avoid common traps with asking and giving help
- Generate wisdom that helps you work across disciplines and functional silos



Wise Crowds - keys to success

- Invite a very diverse crowd to help
- Critique yourself when you fall into traps... like jumping before clarifying
- Take risks while maintaining empathy
- Focus on complex challenges without easy answers



IMPROV!!

Purposes:

- Engage everybody in serious fun
- Creative “rehearsals” for real life
- Make positively deviant behaviors visible to all
- Work creatively across silos, levels, and disciplines
- Helps to develop skills to address challenges and behaviors in a safe environment



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IMPROV!!

You will need:

Props:

- stretcher
- chair
- roving vitals machine
- paint
- flip chart
- marker
- PPE

VENUE

Target audience



IMPROV!!

Setting Up and Facilitating

Improv Learning Simulations



Minimum structure that unleashes creative adaptability!

Setting the Stage

- Pick situations/scenes together that are challenging... in which exploring positively deviant “how to” solutions may be helpful
- Specify the minimum details of the local context in a simple storyboard



Min Specs for Four Scenes

Scene 1	Scene 2	Scene 3	Scene 4
Truth to Power			
Question to Answer	Question to Answer	Question to Answer	Question to Answer
Location	Location	Location	Location
Scene Initiation	Scene Initiation	Scene Initiation	Scene Initiation
Cast/Roles	Cast/Roles	Cast/Roles	Cast/Roles
Key Quote	Key Quote	Key Quote	Key Quote

Rules for the Facilitator

- Clarify the purpose of this activity
- Convene fast-feedback exchanges immediately after each scene
- Create a response form



Rules for the Creative Director

- Recruit players
- Start and stop the action using your intuition
- Offer side-coaching as needed



Rules for the Players

- Accept all offers **Players**
- Engage in one conversation at a time
- Listen Watch Concentrate
- Work to the top of your intelligence





**Go
WILD!!!!**

Audience/Participant Feedback Form

Scenes	What Was Unsafe? What did you notice?	What was helpful or safe. What did you notice?
Truth to Power How do I have effective, difficult conversations?		

- Fast feedback exchanges – 2 minutes in pairs or threesomes, then full group



Thank You

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