



HEALTH QUALITY & SAFETY
COMMISSION NEW ZEALAND

Kupu Taurangi Hauora o Aotearoa

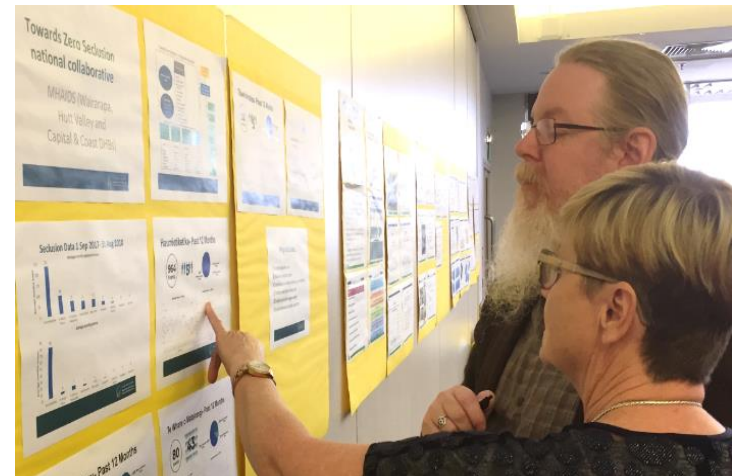
Theming and prioritising change ideas

Learning from adverse events and consumer, family and whānau experience co-design workshops

Dr Roz Sorensen, December 2019

This presentation

- Introduce you to the impact and effort matrix
- How to apply it
- How to strengthen your efforts and the impact of your change ideas



Change ideas

- You have generated change ideas through your co-design processes
- Learning from adverse events and consumer, family and whānau experience change ideas may involve:
 - Engagement of family and whānau
 - Panel investigations
 - Improved triage of investigation processes
 - Improved communications
 - Use of external experts
 - No blame approach - more restorative practices
 - New role, new policy, new procedure



Take a moment now...

- At your tables, list your change ideas on post-it notes
- One idea per post it note

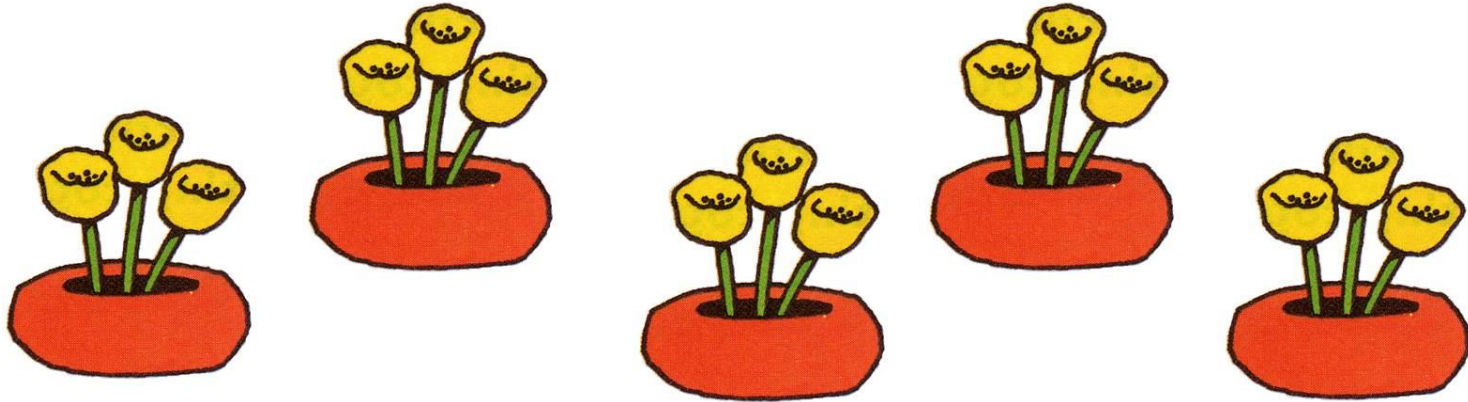


Grouping your ideas

- People
- Plant (facility)
- Procedures
- Policies
- Processes
- Physical environment

Take a moment now...

- At your tables, group your ideas using P groups
- People, plant, processes, policies, physical environment



The matrix





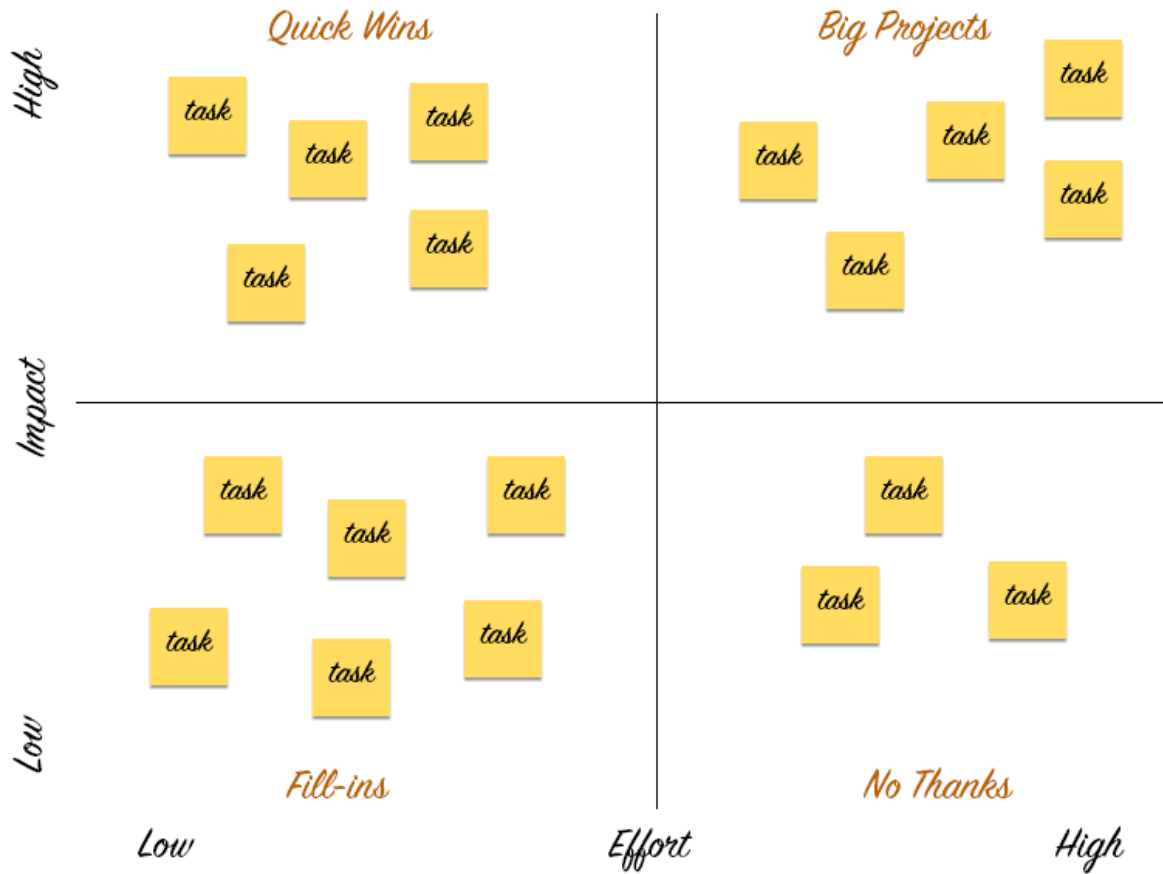
The impact effort matrix in programmes



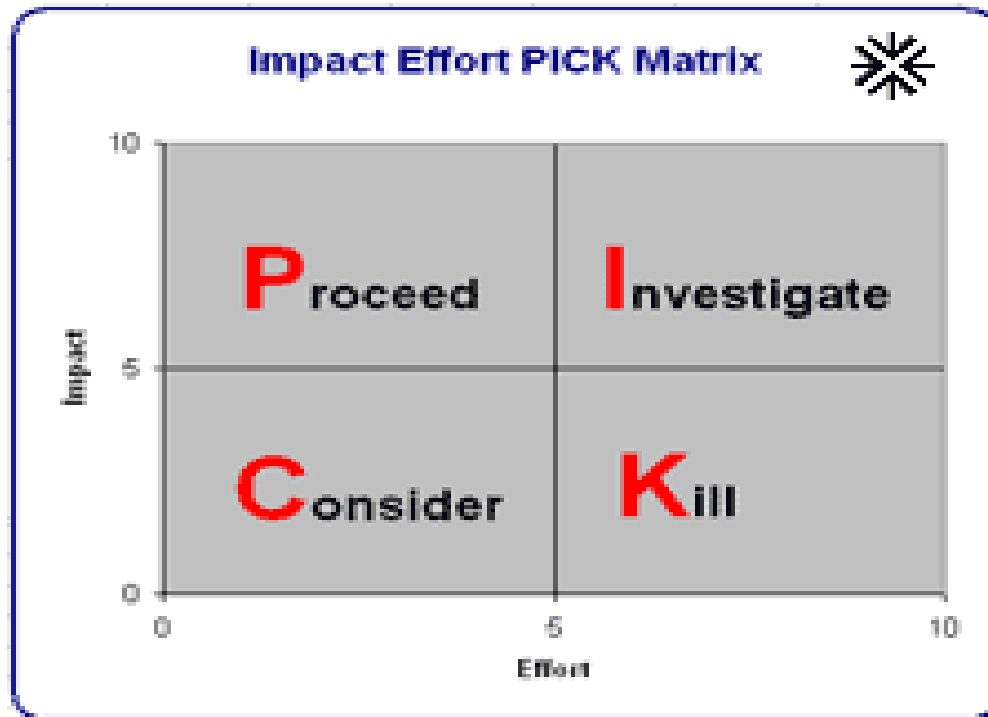
Impact effort matrix



Another version

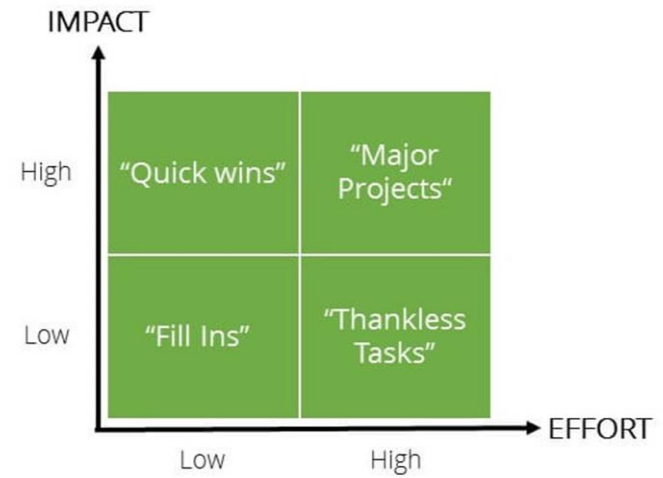
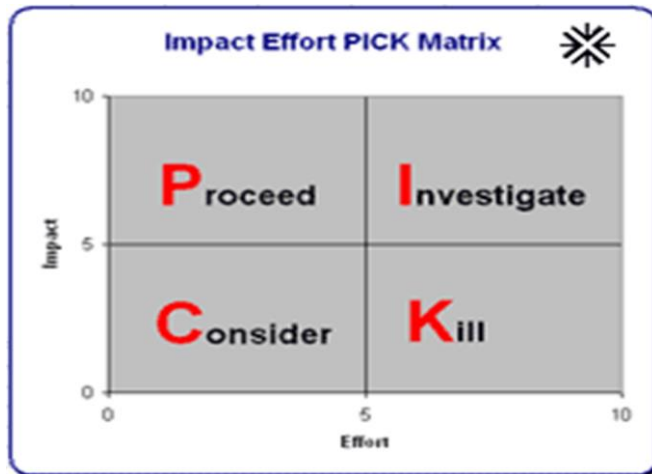


PICK chart



Take a moment now...

- Consider your ideas according to the matrix or PICK chart
- Place accordingly



How to strengthen

- Look at the data
- Reflect on the stories you have heard
- Support your assumptions with some analysis
- How much effort?
- What level of impact?

what's
your
story?

Take a moment now...

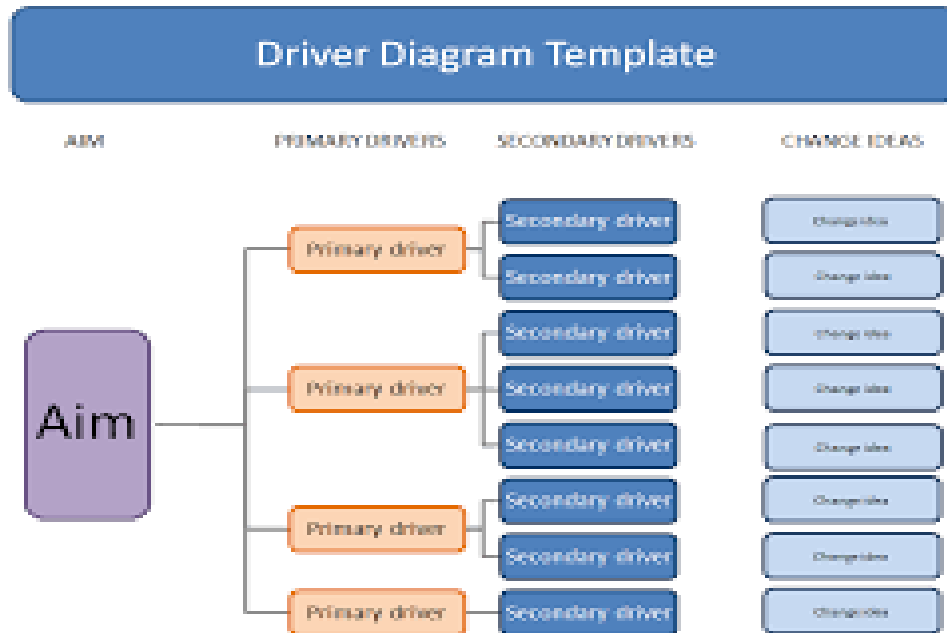
- Identify what actions you will take to strengthen your prioritisation approach
- Draft up the actions - what, by whom, by when

A hand-drawn diagram of an action plan table. The title 'ACTION PLAN' is written in blue capital letters at the top. Below the title is a table with four columns. The column headers are 'WHO', 'WHAT', 'WHEN', and 'HOW', written in red capital letters. The table has three rows, with the first row containing the headers and the subsequent two rows being empty for entries. The entire diagram is drawn with green lines and has two red dots at the top, suggesting it's a pinned note.

ACTION PLAN			
WHO	WHAT	WHEN	HOW

Introducing the driver diagram

Your prioritised and strengthened change ideas will be added to your driver diagram in the quality improvement phase of your project



Any questions?

