



## TOOL: Creative Problem-Solving Techniques

### UNSTICK TEAM MEETINGS

When teams get stuck in “process” mode, or are picking topics that are too big and complex to realistically tackle, coach the co-leads on using different techniques to help their team solve problems in creative and innovative ways.

#### Assign Risk Takers

From within the UBT, select a few people to wear the “risk taker hat.” Risk takers are charged with not letting the meeting end unless a small test of change has been agreed upon and owned by at least one person.

#### Try Smaller Steps

Break the member/patient flow process into steps. Pick one step. Figure out a change to try for that step.

#### Find the Smallest Improvement

Ask team members to put the smallest improvement idea they can think of on a 3x5 card. Then, ask them to write the next smallest improvement on another card. Then the next. Share these with the entire group.

### THINK OUTSIDE THE BOX

If a team gets stuck because they see an area that needs improvement or can identify a problem, but don’t know what to try in order to fix it, encourage the co-leads to try these techniques to get them to start thinking out of the box.

1. Try asking them to imagine how the member/patient would want them to do it!
2. What would you do if this were a nuclear power plant?
3. Imagine how the Fire Department might handle this.
4. Play “**Make it Illegal**”
  - a. Start with the problem you want to solve
    - i. (i.e., We are not able to consistently provide high-quality care to our member/patients.)
  - b. Take any potential solution you might come up with and make it illegal to do that thing.
    - i. (i.e., Make it illegal to hand out any written material to member/patients).
    - ii. (i.e., Make it illegal to ever meet with a member at the bedside).
  - c. Then answer the question: If you can’t do your first or second solution, what would you do in those circumstances to solve the same problem?
5. Sometimes, remembering how much they’ve accomplished helps. Encourage the co-leads to ask them what their concerns are or what it would take to get them back on track.