



# EXPLORING THE BC INNOVATION AND CHANGE AGENDA:

UNDERSTANDING THE DRIVERS OF QUALITY IN BC

June 24-25, 2011



BC Patient Safety  
& Quality Council



# TRIZ

## Designing a Perfectly Adverse System to Make Space for Innovation



## What is TRIZ?

- *Teoriya Resheniya Izobretatelskikh Zadatch* (Russian)
- “Theory of Inventive Problem Solving”
- “vast majority of problems that require inventive solutions typically reflect a need to overcome a dilemma or a trade-off between two contradictory elements “



## TRIZ: Multiple 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 creative destruction by doing the hard work in a fun way
- Looking for opportunities for improvement
- Consider substituting TRIZ for visioning sessions



## TRIZ: Keys to success

- Enter into TRIZ with a spirit of SERIOUS fun!
- Begin with a **VERY unwanted result**, quickly confirm your suggestion with the group
- Take time with similarities to what you are doing now and how this affects you
- Include the people that will be involved in stopping the activities that come out
- Make real decisions about what can be stopped

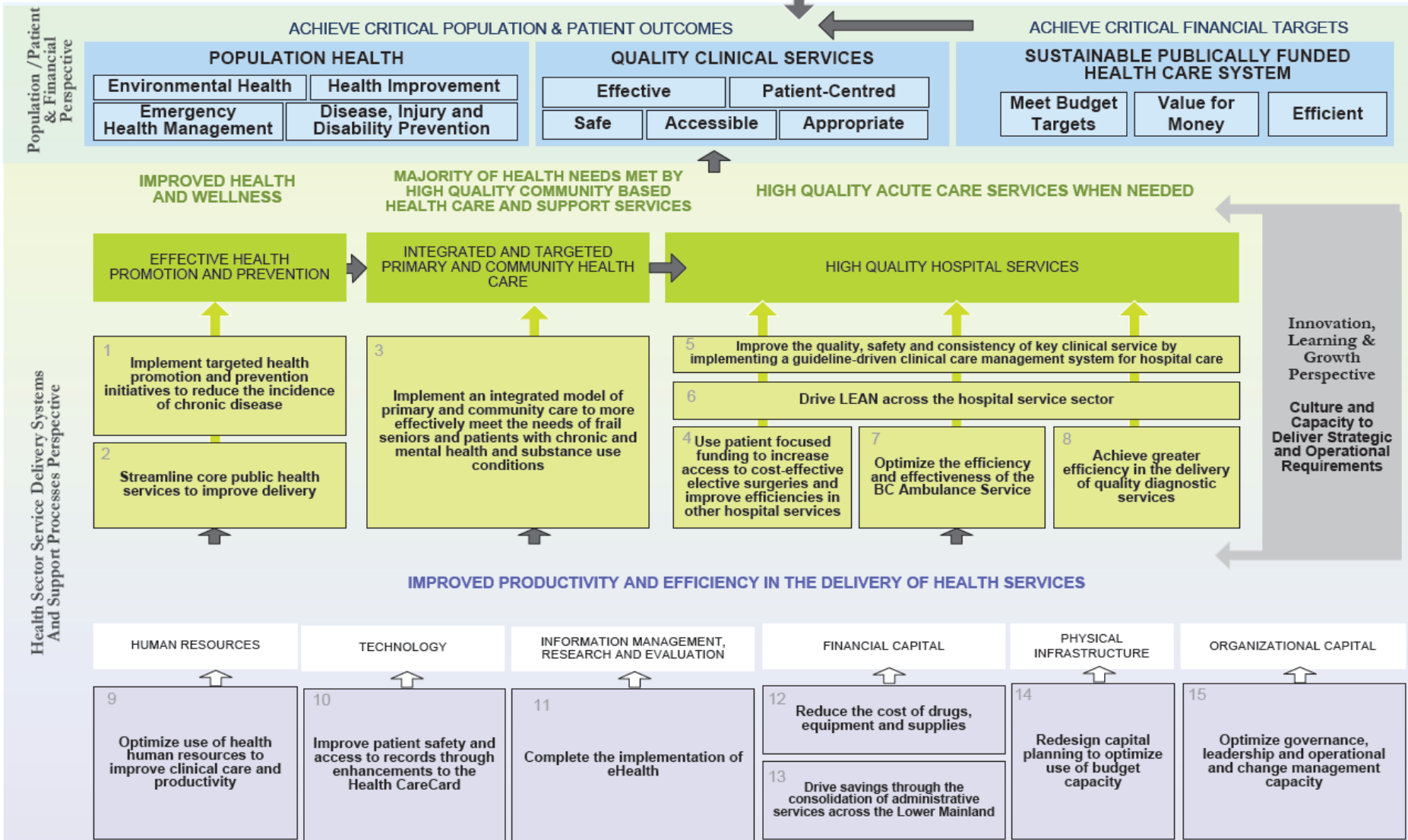
# Innovation and Change Agenda

Detailed 2010-2013 Health System Strategy Map

**DELIVER EFFICIENT, HIGH QUALITY HEALTH CARE SERVICES THAT MEET THE NEEDS OF PATIENTS AND IMPROVE THE HEALTH OF THE POPULATION WHILE MANAGING THE GROWTH IN COST DOWN TO 4% PER YEAR**

**Legend**

<span style="display:inline-block; width:15px; height:15px; background-color:#ADD8E6; border:1px solid black;"></span> Strategic Outcomes	<b>TEXT:</b> Service Plan Goals 1,2 and 3
<span style="display:inline-block; width:15px; height:15px; background-color:#90EE90; border:1px solid black;"></span> Systems & Processes	<b>TEXT:</b> Service Plan Goal 4
<span style="display:inline-block; width:15px; height:15px; background-color:#D8BFD8; border:1px solid black;"></span> Resource Capacity	<b>15</b> Key Result Area #







## Guidelines

- Focus on the board and executive role – don't get too detailed
- Focus on what you can control or influence
- Recognize the importance of board and executive leadership in creating a supportive environment and working with partners
- At the end, decide what it is that you feel you can make a personal commitment to, to achieve the innovation and change agenda
  
- And have fun!!



## TRIZ – First Step (10 minutes)

At your table compile a list of to-do's in answer to:

*What can we do that will create  
unwanted results 100% of the time  
for the  
Innovation and Change Agenda?*





## TRIZ – Second Step (10 minutes)

At your table, go down your list and ask:

*“Is there anything that we - the health authorities – are doing that resembles in any shape or form what is on our list?”*



## TRIZ: Third Step (15 minutes)

- At your table, using 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



## Large Group Dialogue (20 minutes)

### Sharing!

- One issue that was identified as likely to contribute to failure
- What plans or strategies you will use to address