

Harnessing the Power of 40,000: Becoming an Idea-Driven Organization

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Learning Objectives:

- Discuss the fundamentals of an effective idea system and how to apply them.
- Describe strategies to effectively and inclusively engage caregivers and other potential key stakeholders.

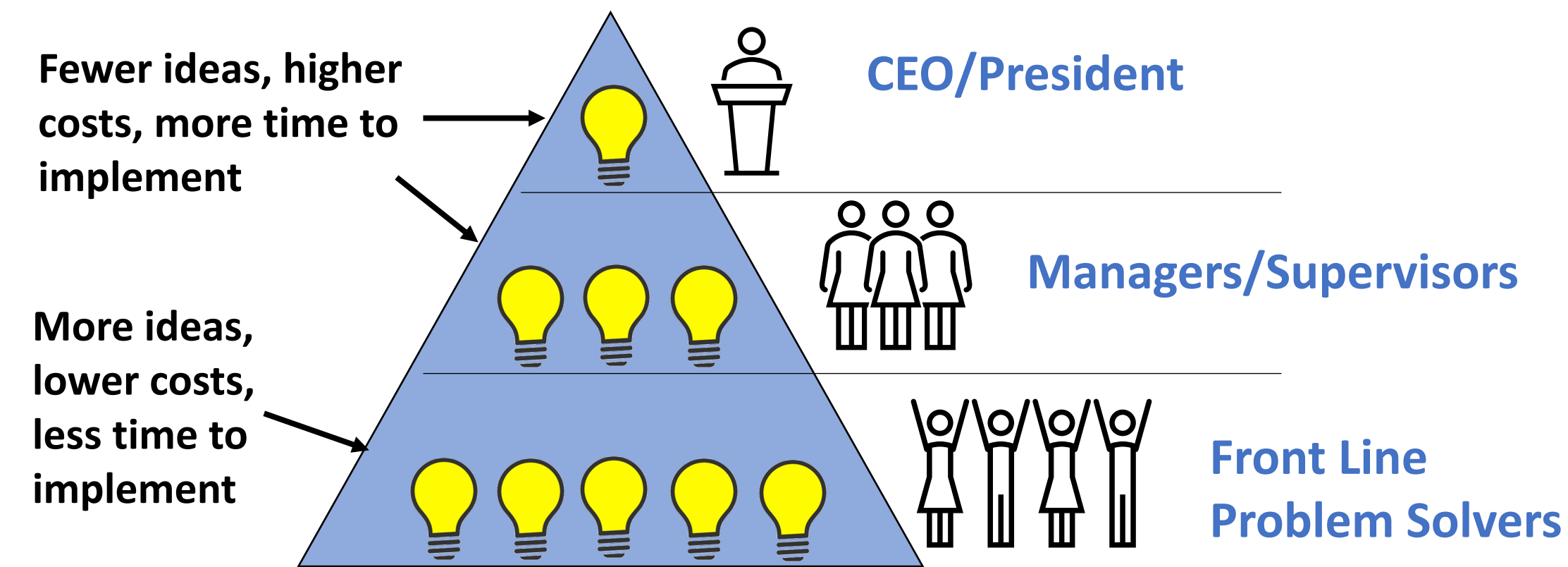
Introduction:

Harness the power of ideas from your entire team to drive improvement, innovation and engagement. Through our SSM Health Operating Model we developed a systematic approach to collecting and implementing ideas, resulting in solutions that are quicker to implement, less expensive and more attainable.



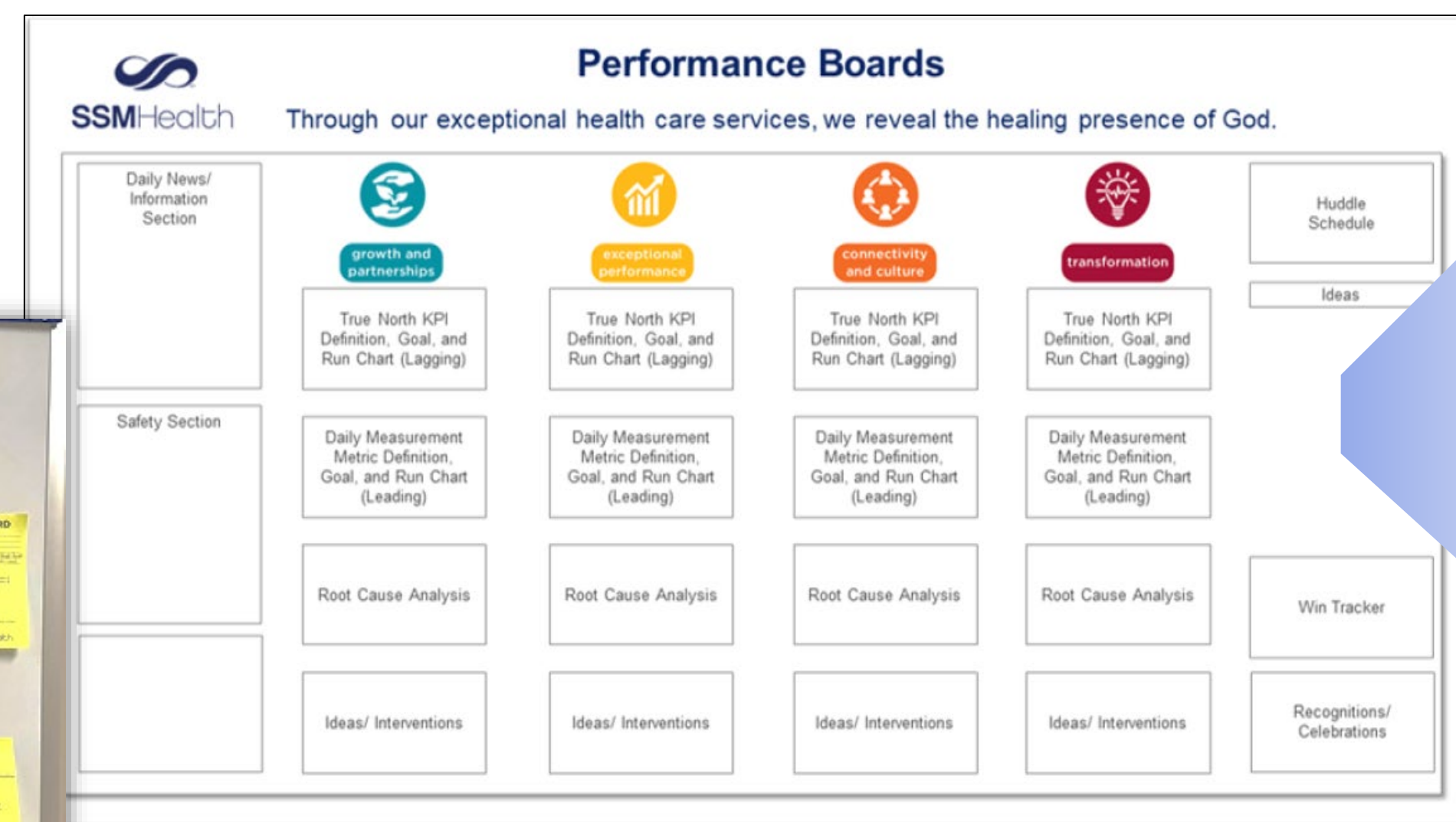
Methods:

- Idea Cards
- Idea app
- Communication
- Close the loop
- Incentive programs
- Performance boards



Key Takeaways:

- Focus on problems within your span of control
- Use a standard idea card on your performance board
- Establish a regular review and aging cadence
- Develop a method to close the loop
- Create psychological safety and remove fear of failure
- Build a recognition method for ideas implemented
- Ideas should be completed by front line team members
- Share successful ideas with other teams



IDEA CARD

Name: _____
 Date: _____ Completed Date: _____
 Problem: _____
 Idea: _____

Was this idea implemented?
 Was the problem solver/team recognized?
 Would this idea be helpful to other teams?

Notes: _____

Region: _____
 Ministry/Location: _____
 Department: _____

To learn more about this idea, please contact:

Outcomes:

In 2021, SSM Health set a goal to reach 40,000 ideas implemented across the organization, equating to approximately one idea per employee. SSM Health DePaul Hospital, the flagship of SSM Health's St. Louis market, exceeded that goal with over 2,000 implemented ideas.

Success Story:

Problem: Patients on the behavioral health child and adolescent unit were biting staff members

Problem solver: Tiffany, a nurse manager

Solution: Bite sleeves when caring for high bite risk patients.

Results: Bite events virtually went to zero overnight. Staff members feel safe and protected.



Lessons Learned:

- Creates a culture of autonomy and shared ownership
- Every team member offers improvements and can witness the progress towards implementation.
- Solves multiple problems daily
- Achieves our goals across the organization more effectively and efficiently.
- Ideas continue to impact financial, quality, safety and experience domains, and sometimes all four at once.

Disclosures:
 The authors have no relevant financial relationships to disclose.

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SSM Health Operating Model



Methods- Performance Boards

SSMHealth **Performance Boards**
 Through our exceptional health care services, we reveal the healing presence of God.

Daily News/ Information Section	growth and partnerships True North KPI Definition, Goal, and Run Chart (Lagging)	exceptional performance True North KPI Definition, Goal, and Run Chart (Lagging)	connectivity and culture True North KPI Definition, Goal, and Run Chart (Lagging)	transformation True North KPI Definition, Goal, and Run Chart (Lagging)	Huddle Schedule
Safety Section	Daily Measurement Metric Definition, Goal, and Run Chart (Leading)	Daily Measurement Metric Definition, Goal, and Run Chart (Leading)	Daily Measurement Metric Definition, Goal, and Run Chart (Leading)	Daily Measurement Metric Definition, Goal, and Run Chart (Leading)	Ideas
	Root Cause Analysis	Root Cause Analysis	Root Cause Analysis	Root Cause Analysis	Win Tracker
	Ideas/ Interventions	Ideas/ Interventions	Ideas/ Interventions	Ideas/ Interventions	Recognitions/ Celebrations

IDEA CARD

Name: _____
 Date: _____ Completed Date: _____
 Problem: _____
 Idea: _____

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Stoplight method for close the loop on a Performance board:

- **Red**- Cannot Implement
- **Yellow**- New or in progress
- **Green**- Implement or Completed

