

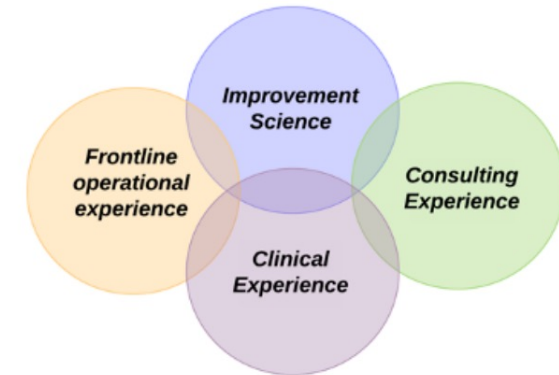
Effective Strategies for Problem Solving





- Help healthcare organisations to find better ways of working, improve processes and overcome challenges to support better patient outcomes and find more joy at work.
- Design & work collaboratively with frontline teams.
- Equip individuals and teams with the knowledge & skills to develop a sustainable future.
- Supported development, consulting, and programme delivery to over 1,000 healthcare teams.
- NHS Delivery Partner & approved on NHSE HSSF commissioning framework

Our roots:



Time Travel



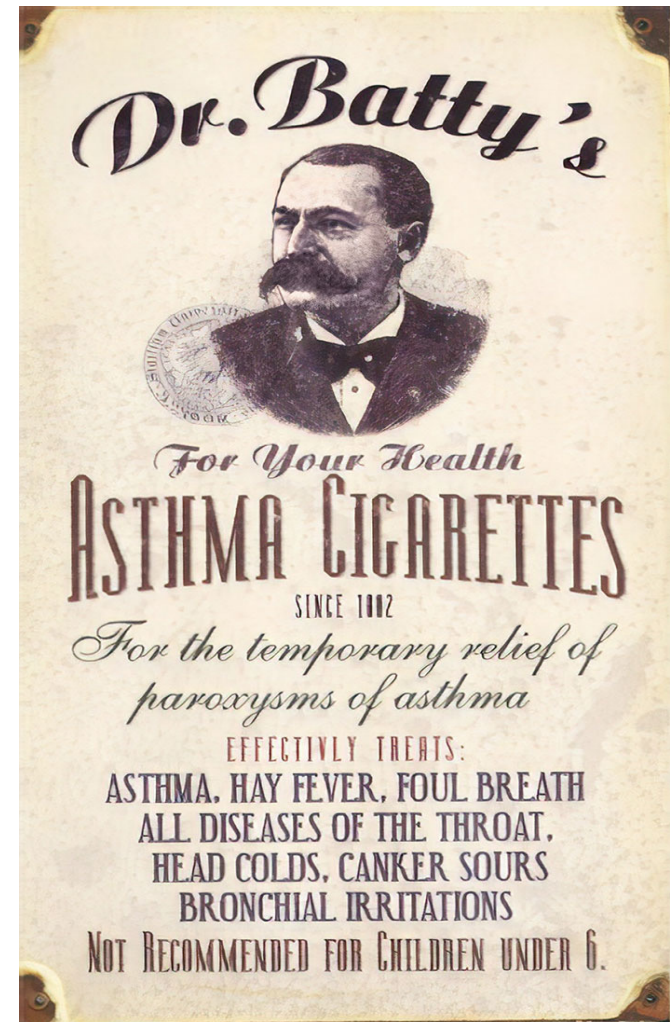
Just imagine you could skip forward in time to when you are leaving the workshop



For every complex problem
there is an answer that is
clear, simple, and wrong.

H. L. Mencken

American Journalist 1880 – 1956



Xytaal Improvement Approach



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Define

Measure

Analyse

Improve

Sustain

Define the problem

Define your aims

Agree who needed to be involved

Measure what is happening now

Speak to people effected by the problem

Analyse current measures

Identify issues & opportunities

Plan, test & improve changes

Measure going forward

Standardise changes and processes

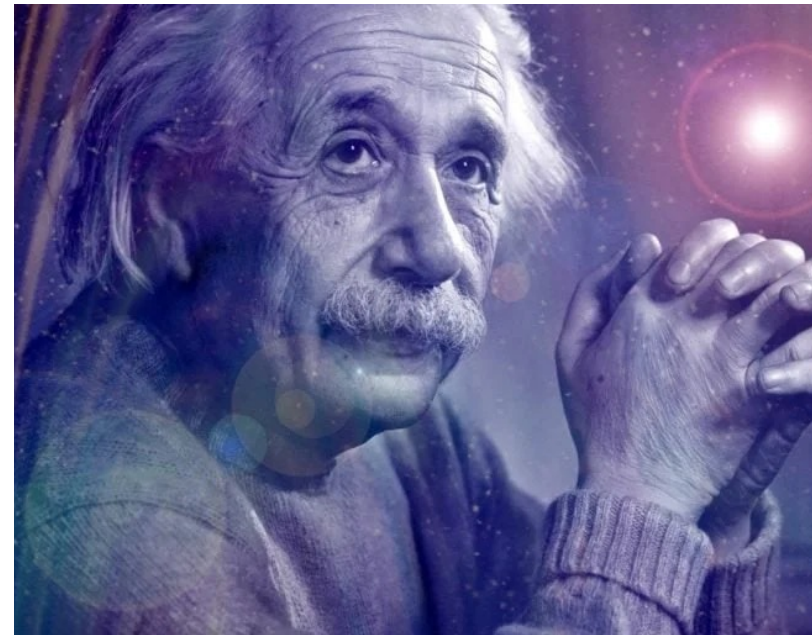
Measure impact

Find out more: [Get in touch](#)

If I were given one hour to save the planet, I would spend **59 minutes** defining the problem and **1 minute** solving it.

Albert Einstein

Theoretical Physicist 1879 – 1955



Define the problem



What is one problem you would like to address in your practice?

- Could you explain it in just a few sentences?
- How big a problem is it?
- Do you have any data?
- Who does it affect?

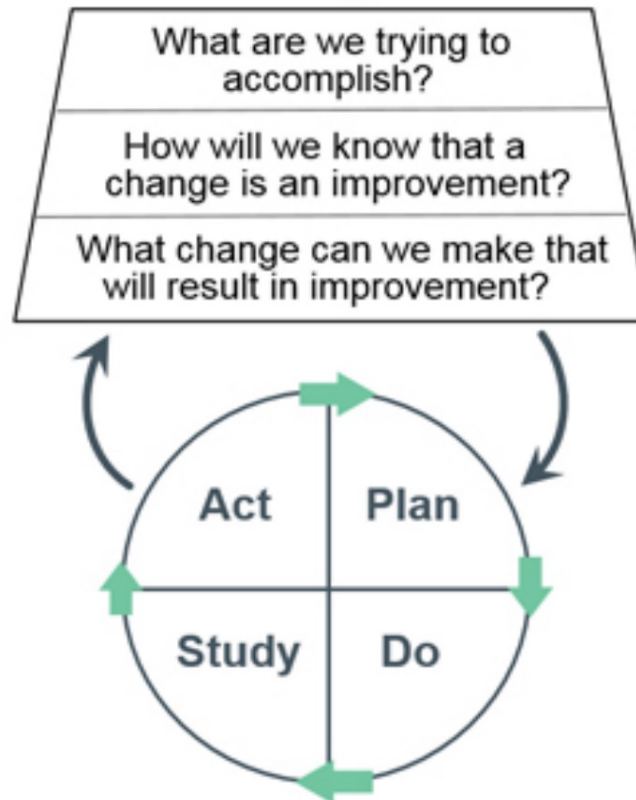


Tip: Prioritise the one that you think would have the most impact



Define aims

Model for Improvement



Langley et al. 2009 *The Improvement Guide*

Define aims

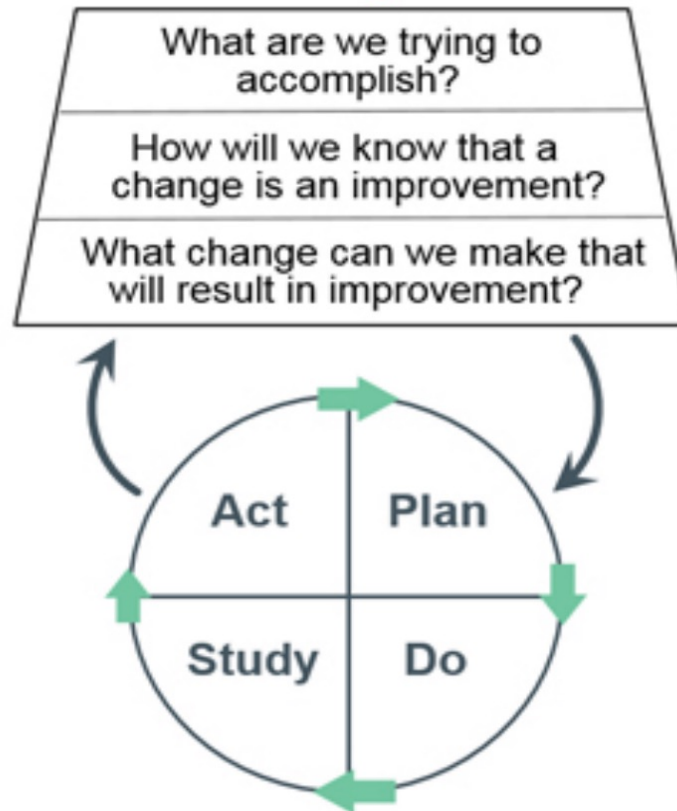


What does good look like?



Measure

Model for Improvement



Analyse



Analyse the data to understand the root causes

Don't forget to listen to the stories around the data!

Identify issues and opportunities



Analyse: 5 Whys

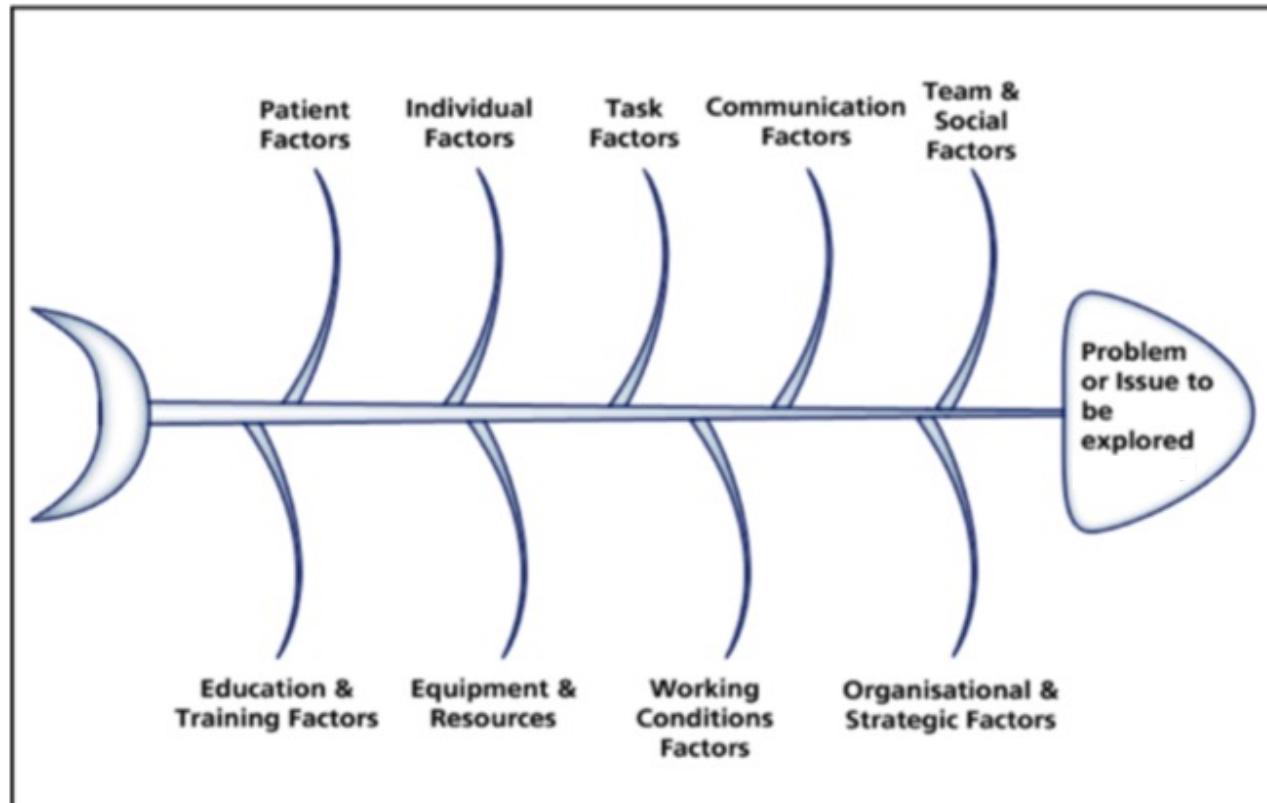


Analyse: 5 Whys

- Define the problem in a simple statement
- Ask **why** the problem is happening and record the answers. There may be multiple reasons, record each of them.
- Ask **why** again for each of the reasons and record the answer; again, there may be multiple reasons, record each of them.
- Keep going until you get to some potential root causes



Analyse: Fishbone Diagram



Find out more: [NHS Fishbone Diagram](#)

Analyse: Issues, Causes, Solution & Plan



Identify **issues** to be resolved

Identify root **causes**

Generate **solutions**

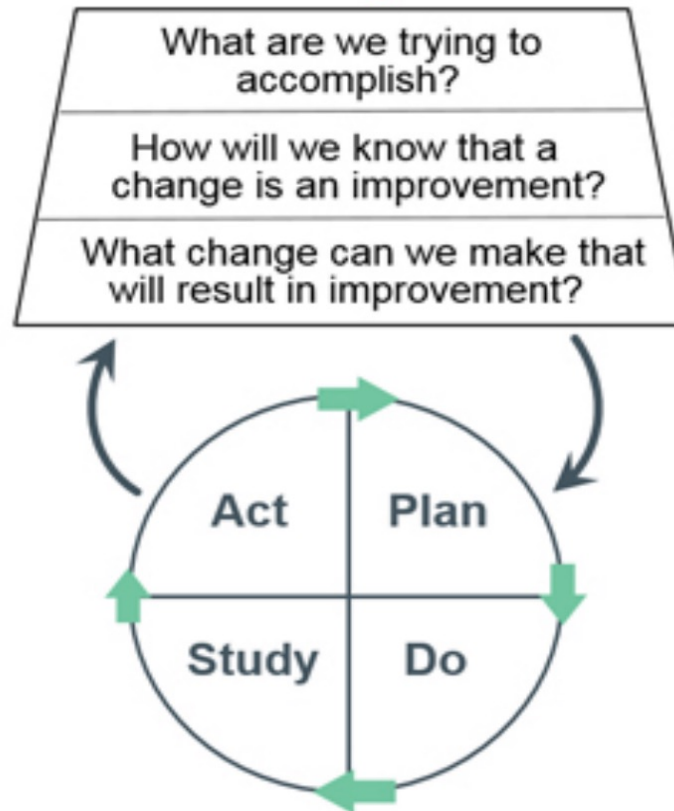
Plan improvements

Issues	Causes	Solution	Plan



Improve

Model for Improvement



Analyse: Issues, Causes, Solution & Plan



Identify **issues** to be resolved

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Generate **solutions**

Plan improvements

Issues	Causes	Solution	Plan



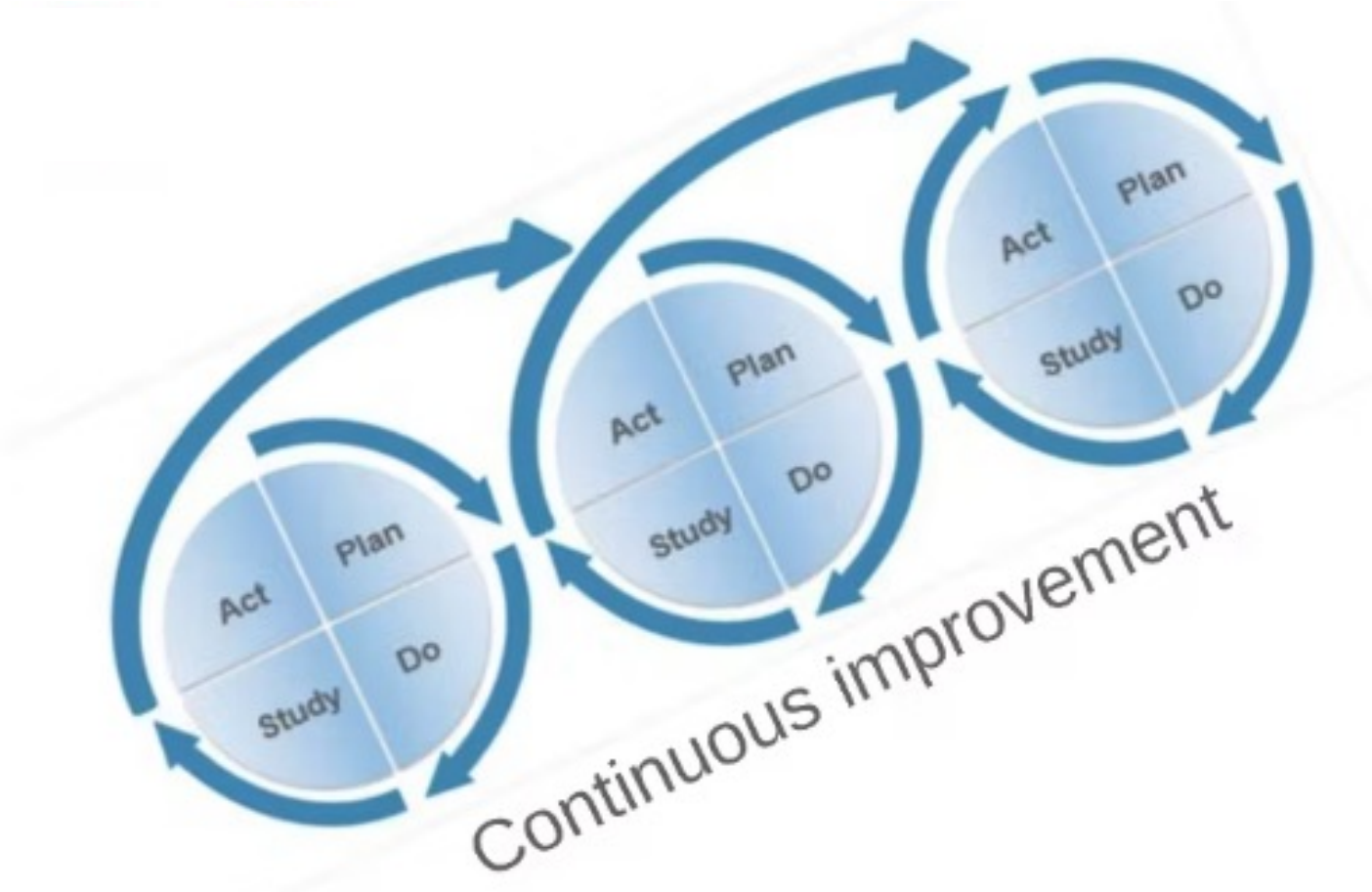
Change ideas



- Do you need more information?
- Potential solutions?
- How will it be implemented?



Improve: Test your ideas



Sustain



Action Planning



- What are you going to do next?
- What is **one small step** you could take this week?



Time Travel



Have you got what
you hoped for?





Any questions?



Find out more



Please come and speak to us!

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