

PartnerUp! For Ideas

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Problem Statement

Enthusiasm for Idea Systems in the Department of Psychiatry has waned in recent years since the initial roll-out, and the focus has been on quantity of ideas by individuals rather than implementing innovative and impactful ideas as a team

Scope

• **In:** Administration, Finance, Medical School, 8East, PTRC, EMH, OPD, C/L, CHL, CANDO

• **Out:** Marlborough, Taravista, HBM, Southeastern, Clinton, HealthAlliance

Background

- Each department has an expectation for a certain number of ideas implemented annually, and the Psychiatry Department has been meeting this expectation each year.
- There are requirements as part of various Annual Performance Reviews that various caregivers be able to document involvement in Idea Systems.
- Anecdotally, managers would like their teams to approach Ideas as an opportunity for change and improvement for the department as a whole.

Root Cause Analysis

- Department is too large and too geographically spread out to have everyone participating at the same time
 - >400 faculty
 - >320 staff
- People positioned best to be able to effect larger scale ideas (i.e. faculty) do not report ideas to the Idea System
 - Too busy
 - Not aware that something may be "an Idea."
- Staff in non-teaching, non-clinical roles do not feel connected to department mission.
 - "Sure, I could move the stapler from one side of the desk to the other, but how is that helping patients?"

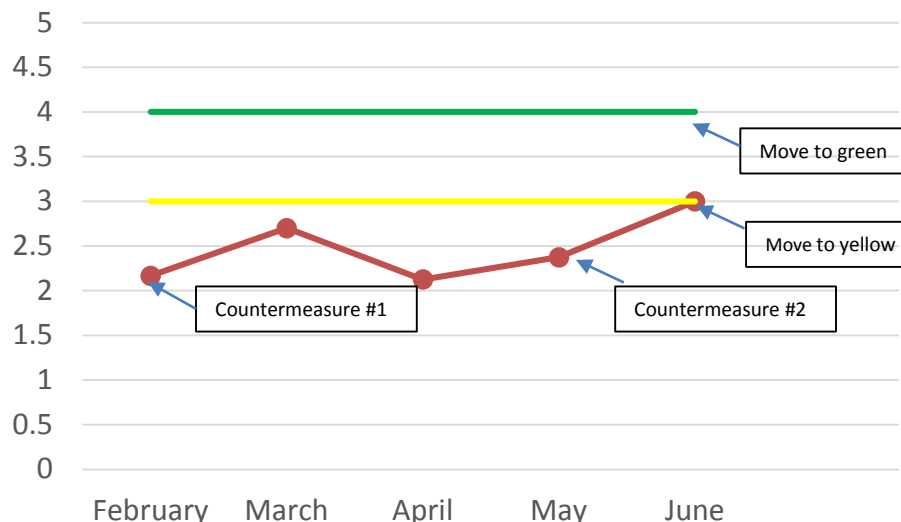
Goal

Increase the average star rating of Idea Systems in the department to great than 4.

Do/Implementation

- 1(a): PsychIdeaBoard@umassmemorial.org e-mail
- 1(b): Bridge line set up
- 2(a): E-mail to department
- 2(b): Article in department newsletter
- 2(c): Pens with e-mail distributed at Department meeting

Study



Plan/Countermeasures

- CM #1 Make idea board and huddle more accessible to people off-site via Virtual Idea Board and Bridge line for huddle.
- CM #2 PartnerUp! for Ideas initiative
Groups of two (faculty/staff, clinical/medical school, etc) work together on development and implementation of idea

Adjust

- Each month a different division/service presents at QUIP, including 1-2 projects with which people in other parts of the department could get involved
- Assemble a directory of different projects so people with certain interests can get involved with things that are important to them