



QI Update

What is an Idea System?

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You may have heard the term “Idea System” when you were being trained in Lean during orientation. An Idea System is a way for caregivers to be empowered to share their ideas for how to make things run more smoothly at UMass. An Idea System is composed of an Idea Board, Idea Cards, Team Huddles and Celebration.

An Idea Card is a piece of paper where a caregiver can jot down the problem they are seeing, why they think the problem is happening and their proposed solution. These cards get posted to the Idea Board, and then on a regular basis the whole team will Huddle to talk about the Ideas. Is this an Idea that we can start working on right away? If so, who is going to do what and by when? Would this Idea make more sense later after something else has happened? Then, let’s move the Idea to the Parking Lot. Did we complete an Idea? Great! Let’s celebrate.

In addition to celebrating as a team, there are other ways for an Idea System to be recognized. Idea Systems can get ratings from 1 to 5 stars based on several criteria including number of ideas generated, how many people are contributing ideas, and how well the ideas correspond to “True North”.

The UMass system recognizes Idea Systems that have done particularly well. This past year, the Department of Psychiatry had two Idea Systems, Emergency Mental Health and Community Healthlink Adult Outpatient, make it to the final “Sweet Sixteen” for Innovators of the Year.



CHL Team



EMH Team

Did you know the department has an Idea System?

UMass Psychiatry is a large department, and we are spread out over many locations. You can share your Ideas by e-mailing PsychIdeaBoard@umassmemorial.org. The ideas will then get posted on the physical Idea Board that is now located in S2-237. The Team Huddle takes place Tuesdays at 2:15pm, and you are welcome to attend.

Idea Systems are based on the premise that the people doing the work know best how to improve how the work is done. Hopefully, you will share your ideas on how to improve things within the Department of Psychiatry, so this can truly be the best place to give care and the best place to get care!