

Getting Back to Basics:

Observations and the Scientific Method

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Focus of Today's Dialogue

- Identify strategies for:
 - “Planning” before “doing”
 - Engaging people in observations
 - Making the scientific method accessible to all

Essential Elements of Lean

Today's focus



Individual mindset



Organizational culture

- Relentless curiosity
- Driven by the need to understand, explore, and improve
- Freedom to experiment, practice, fail
- “Can do” mentality
- Customer focused

The Scientific Method as Roadmap

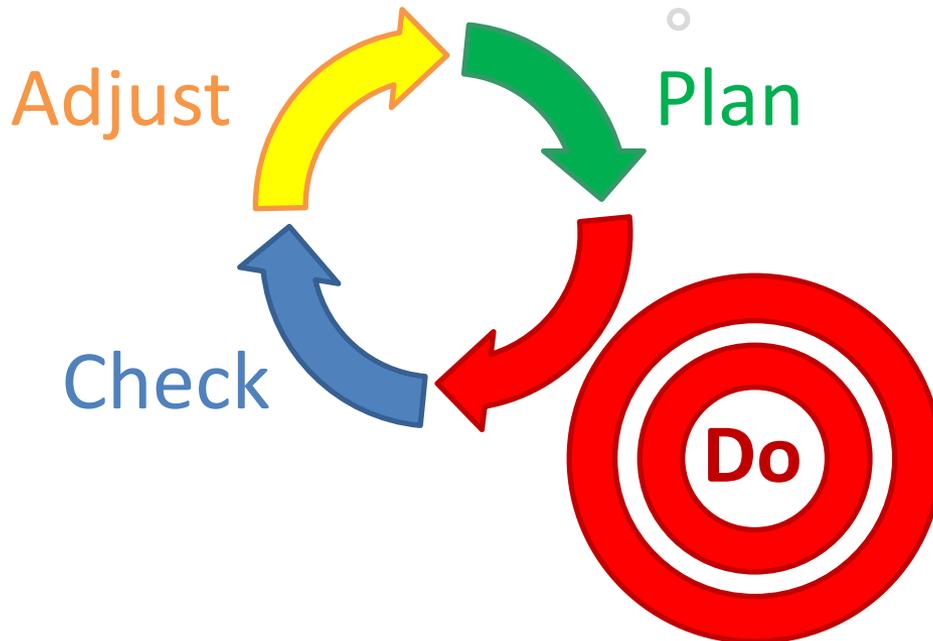


The Challenge

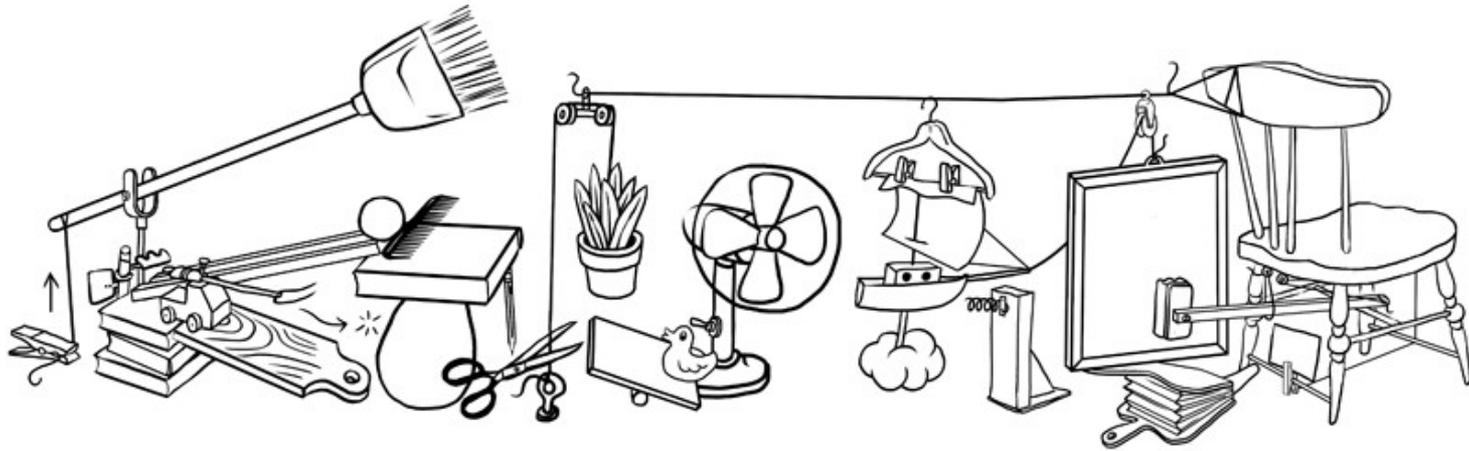
Nah ...

Why?

- Is it the tools?
- The mindset?
- The way we manage?



Simple = Accessible



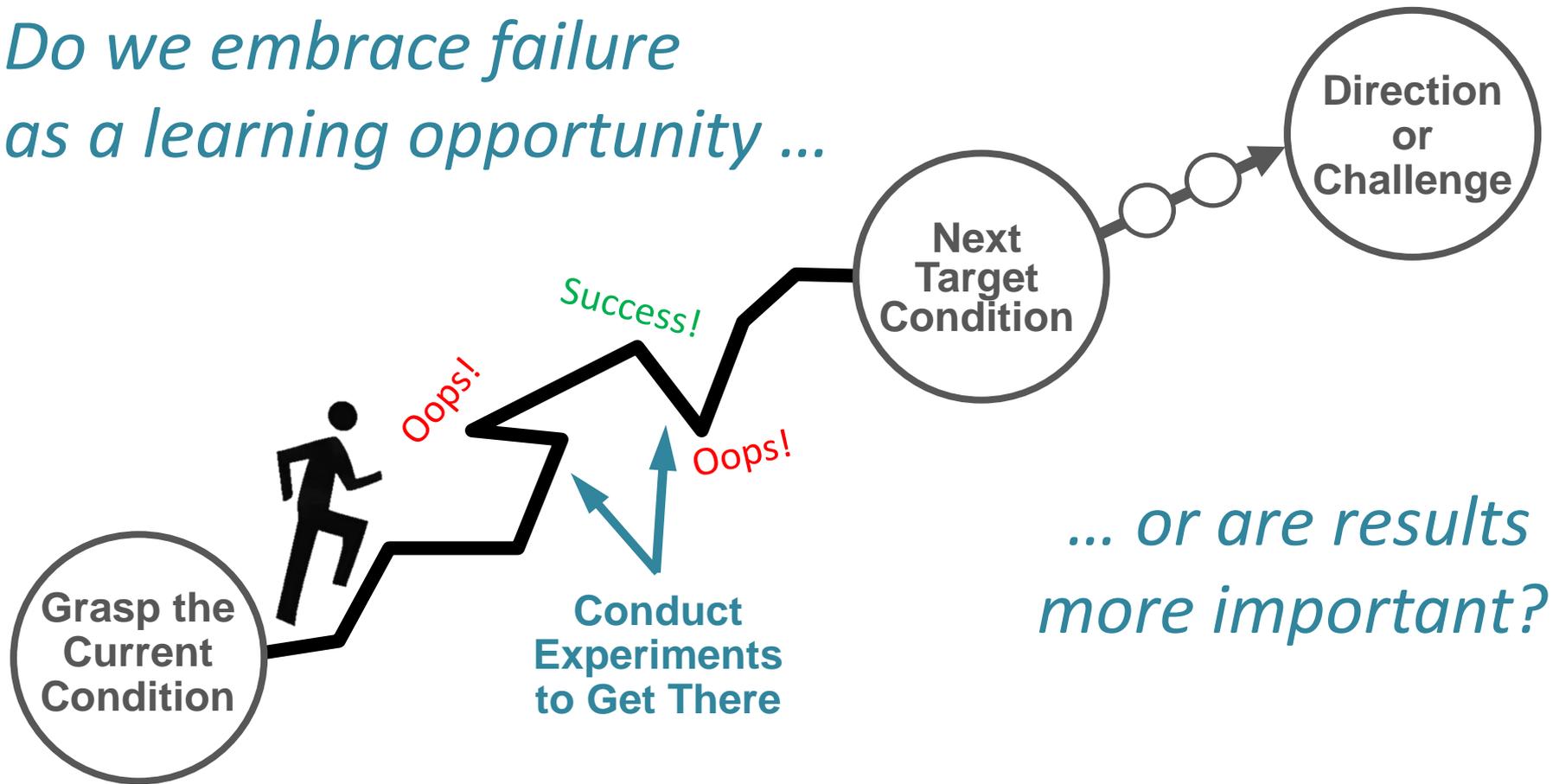
Are lean tools too complex?

“Perfection is achieved not when there is nothing more to add, but when there is nothing left to take away.”

– Antoine de Saint-Exupery

The Value of Experimenting

*Do we embrace failure
as a learning opportunity ...*



*... or are results
more important?*

Today's Topics

- Introduce the challenge
- Stop counterproductive activities & behaviors
- Get a consult on your challenge
- Q&A and wrap-up

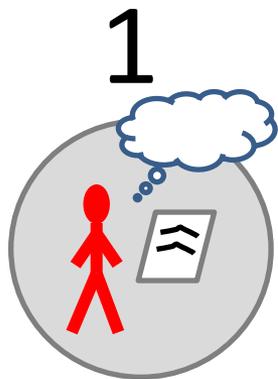
Stop Counterproductive Activities & Behaviors

- In your next process improvement, *how can you ensure that you and your team achieve the worst “scientific experiment” imaginable?*
 - Skip observation
 - Don’t study or understand the problem
 - Jump right to solutions

Ensuring the Worst Possible Outcome

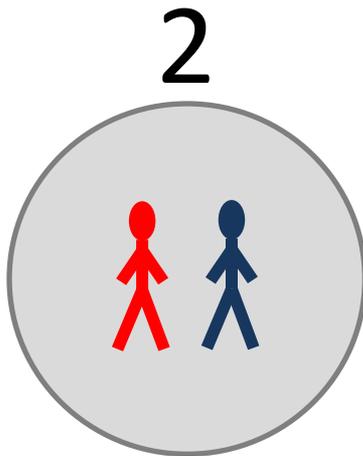
1. Make a list of everything you can do to ensure you achieve the worst **“scientific experiment”** imaginable.
2. Go through this list item by item and ask yourself, *“Is there anything I’m currently doing that in any way, shape, or form resembles this?”* Be brutally honest.
3. Decide which ONE activity you will stop doing.

Individual Reflection, Then Dialogue



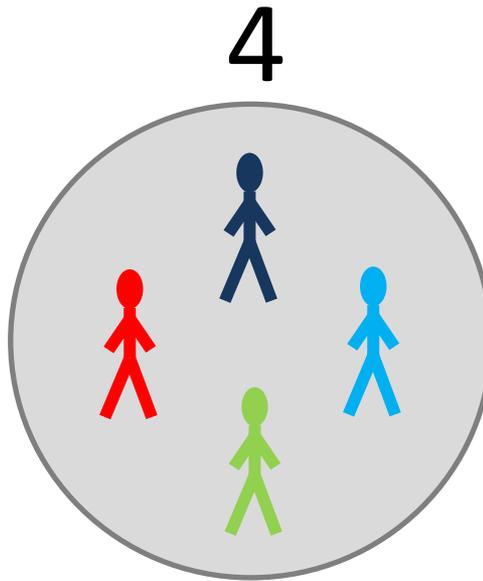
4 min

By yourself



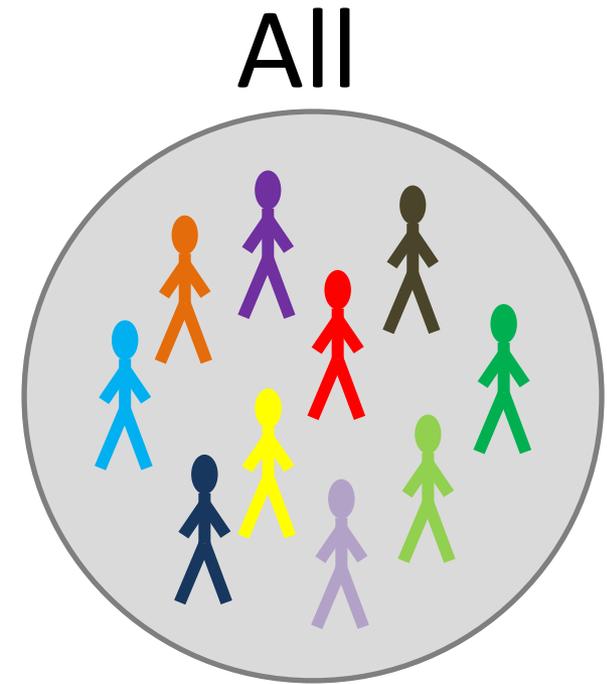
3 min

90 seconds/
person



3 min

45 seconds/
person



5 min

Share themes
with whole group

From Creative Destruction to Innovation ...



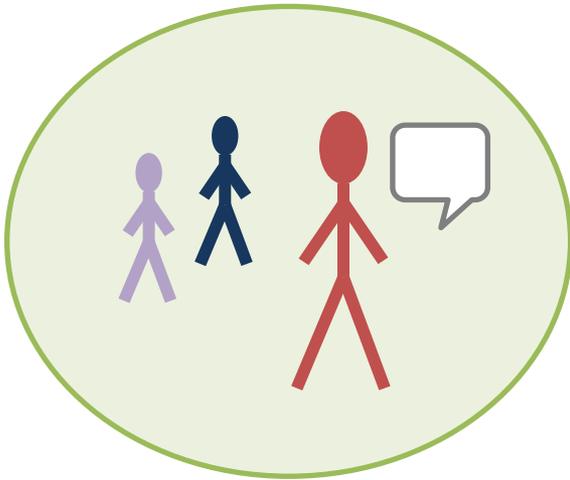
Get a Consult on Your Challenge

- Think of a time when you **felt pressured to implement a “solution” quickly**, but your **problem analysis was incomplete**.
- What happened? What did you say/do? What did other people say/do?
- Get ready to tell the story of what happened.



2 minutes

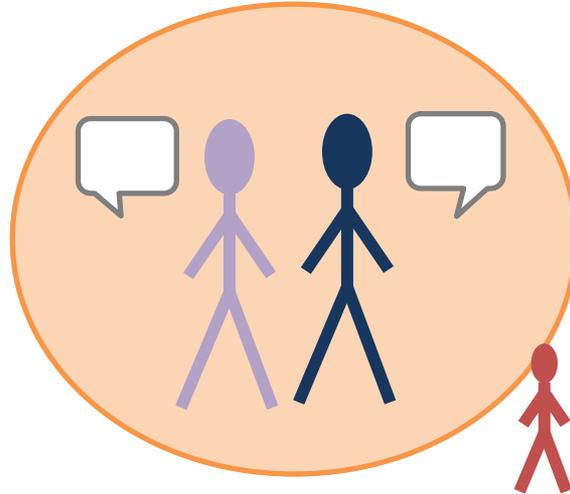
Get a Consult from Two Peers



Story:

3 minutes

Volunteer presents their challenge, answers clarifying questions.

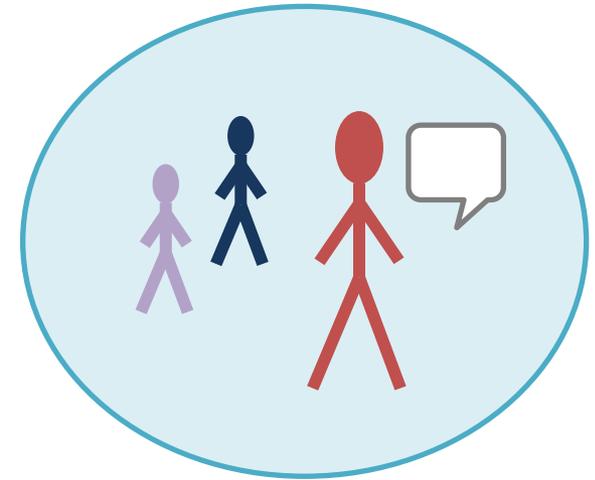


Consult:

3 minutes

What could they do that would better serve them or the situation?

Volunteer's back is turned.



Feedback:

2 minutes

Re-join the conversation.

Name 1 or 2 ideas that helped you see the challenge in a new way.

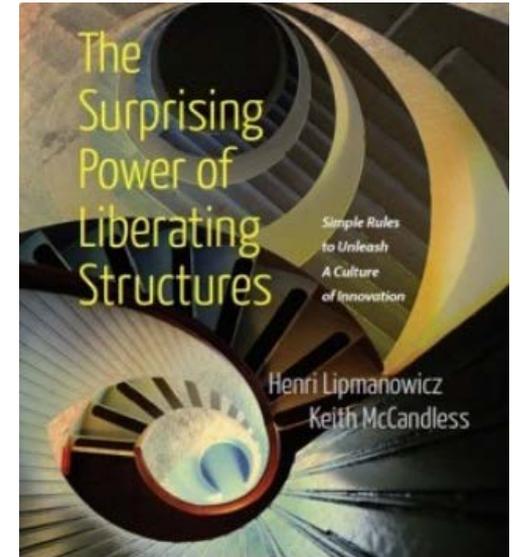
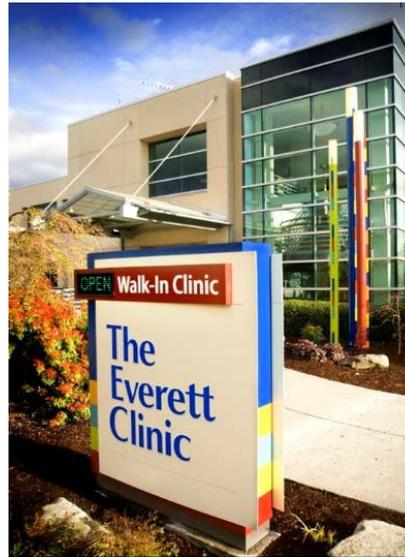
Wrapping Up

- ☑ We introduced the challenge
- ☑ We identified one counterproductive activity or behavior we'll stop doing
- ☑ We consulted with each other on the challenge

→ **What questions do you have?**

→ **What are your take-aways?**

Thank You



We'd like to thank our colleagues at Seattle Children's Hospital and The Everett Clinic. Special thanks to Keith McCandless and Fisher Qua, our Liberating Structures coaches.