

# From light bulb moment to project delivery



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# Innovating on Innovation



[www.flickr.com/photos/beloba](http://www.flickr.com/photos/beloba)  
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# We can all be involved in innovation

At its core, innovation in the workplace is about examining the way things are currently done with a view to finding new and better ways of doing them. It can be applied to any element of the business, from the nature of the services offered to clients, .....

**It does not have to be original, nor do its effects have to be earth shattering – it can simply be the extension, modification, or combination of already existing ideas in a way that improves existing functions.**

Elisha Evans and Joe Saxton  
Innovation rules!

A roadmap to creativity and innovation for  
not-for-profit organisations

# What do you notice ?

Selective attention test

<http://www.youtube.com/watch?v=Ahg6qcgoay4>

# Process for Innovation

Get in the habit of continually asking questions about the effectiveness of your services/products/ systems

If you find areas that could be improved, do some research, generate ideas

Once you have an idea or solution, you need to consider whether it is practicable

Sometimes you will need to sit on the problem a while....

And other times solutions will leap out right from the start

**Innovation rules!**  
**Evans & Saxton**

**Great state. Great opportunity.**

# Process for Innovation detailed version

**1. Investigation**

**2. Preparation**

**3. Incubation**

**4. Verification**

**5. Illumination**

**6. Application**

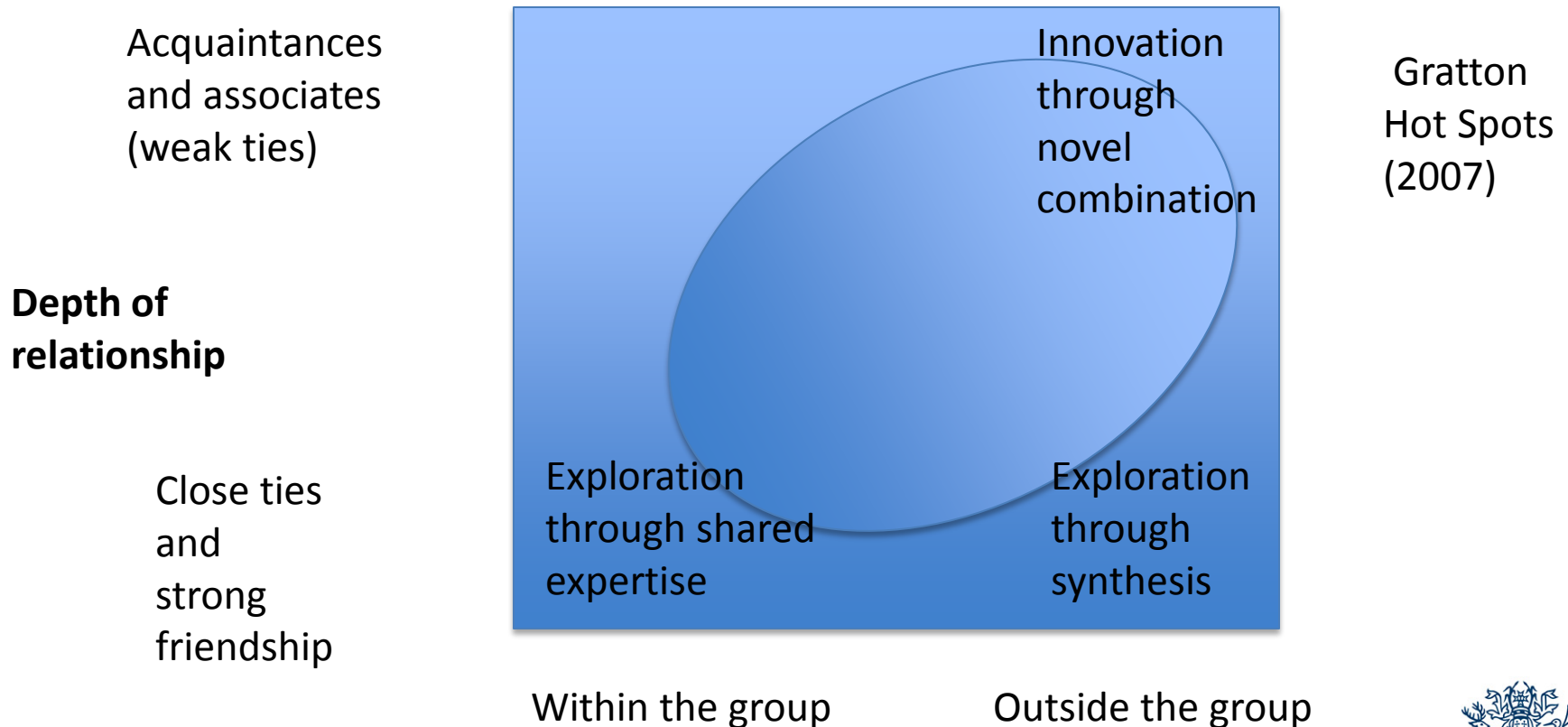
**Evans and Saxton  
Innovation rules!**

Some times it maybe the problem that is the opportunity  
What irks you...

What irks you...what' s the problem that  
keeps presenting itself ?  
: Megan's annoyance



# Innovation more likely on the boundaries





# What appears just outside your door

Thinking beyond amputation.

Right outside Karen's door

# One piece of a larger puzzle



# Once you have an idea

‘Backwards and forwards’  
checking...comparing and reshaping..

Story.... Suzette’s assembling  
innovation piece by piece

# One piece of a larger puzzle



# Where does this idea fit ?

- Who else might know about this idea?
- Who might inform my thinking on this idea?
- How does this idea fit with what others are already doing ?

# Other Useful pieces to locate

- Who else is undertaking a similar review process and has completed a quality assurance process?
- How does this idea fit in with the Director Generals Blue Print for Health ?
- What funding opportunities might this fit with ?
- Where might this be 'presented' as a work in progress?

# Looking to the Future

## Looking to the Future and Evaluation



# Picture of the future (POF) borrowing from solution focused practice

What would it look like if this idea of yours was working in practice ?

- What would be being done differently?
- What would people be saying ?
- What would be seen as the different outcomes for patients, consumers, allied health staff, medical staff ?

# Leads into evaluation

How might you measure the changes?

Quality Improvement and Ethics

# Gathering Support

## understanding key stakeholders perspectives

Consulting with key stakeholders early to understand their perspective and build collaboration ; why would they like this idea?

Stake holder engagement can be  
Just like working with a family  
with all those complex issues



# Stakeholder Engagement

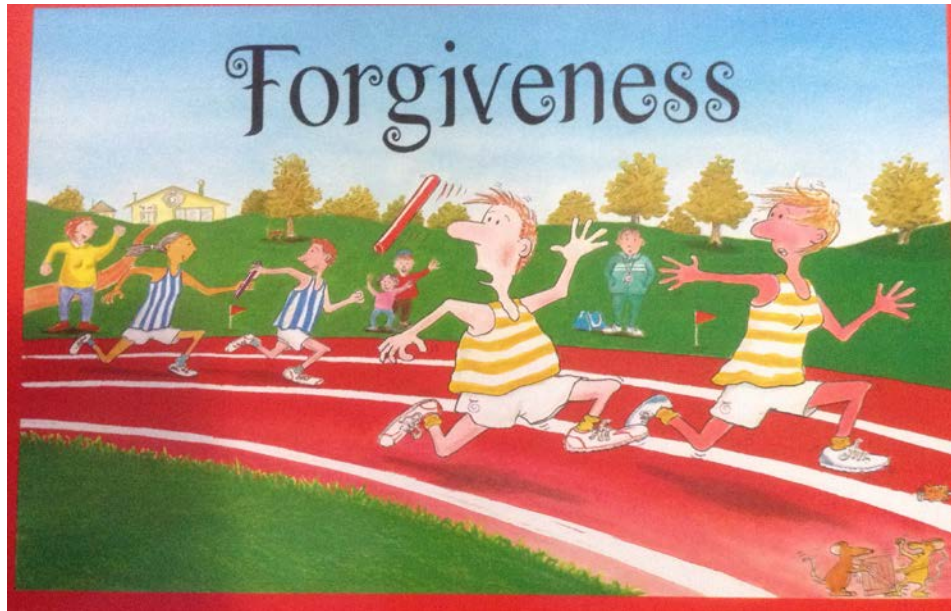
If you think about it developing and then sharing an idea with your colleagues is a bit like engaging in a complex Family meeting - you have to navigate and negotiate your way through a level of complexity , that is shaped by culture, history old and new

# Multiple Perspectives

Do you see what I see ?



# A View of Team Work





# Do you ever think about your colleagues and managers learning style ?

In presenting information to individuals, managers, senior managers do you ever think about their learning styles?

“We want to get into a taxi and be able to describe this idea in a way that they will get It”

“ ....how do you relate this idea to what the taxi driver knows?”

# Sneezing



# Helping people to Sneeze

A sneezer is a term referring to an enthusiastic early adopter of a product, service or experience



Seth Godin

Unleashing the Idea Virus

# Help with sneezing

Visuals are great - iPod white ear phones

# Support Promotion

Support the promotion and ‘sneezing’ of an idea. Ideas can easily get lost in the busyness of a meeting, bump down the key points off an agenda and research suggests that we take a much smaller percentage of verbal information away by comparison with written than we appreciate.

## Make a Plan:

Yes we know it makes sense but how often does an idea drift off , get lost with new bounces of that basket ball ...?

- Making a plan helps with gaining clarity and can support others to see where they can play a part.
- And sometimes plans may need to change, slow down, take a different route and even speed-up.

# Supporting a culture of innovation

Stepping outside who you know and what you know to work on ideas and pick-up on new ideas.

Become a ‘boundary spanner’ novel ideas are often created by old concerns rubbing-up against other ideas -



# Why bother, isn't this just a load more work !

- Sure is .....
- However all the people I've spoken to have said yes its more work ..yes they frequently find themselves having to fit it between clinical work ...busy days... but they also frequently expressed the point of view that this is social work ..what they are working on changing has a direct impact on patients and consumers...it may be saving the hospital in bed time but its also making a difference in peoples lives
- **“...and I would rather be investing in that than accepting a situation that I could see can change and doing nothing about it”.**

We would like to encourage you to :

**Ask some different questions about what's happening in front of you**

- What's led to this problem ?
- How do I understand this problem from a broader view ?
- Who might be interested in this problem being reduced , solved ?

# We would also like to encourage you to take a few thoughtful risks:

- To share new ideas and ask for feedback- being able to access quickly a good network for trying out ideas greatly assists the process of development.
- Be thoughtful and generous with your feedback

And

- Be respectful and honouring of ideas shared, be careful not to claim them as your own - this is a quick route to undermining a relationship and stemming the flow of good ideas.

If we can help some more then do contact us we  
are always happy to ...,

- Find time to chat...suggest a useful reference or someone to talk to about an idea.
- [Mark.lynch@health.qld.org.au](mailto:Mark.lynch@health.qld.org.au)
- [Karen.Fitzpatrick@health.qld.org.au](mailto:Karen.Fitzpatrick@health.qld.org.au)