

GENERATING SOLUTIONS

Solutions



Generating solutions

Generating solutions is about discovering ways of bridging the current state to the future, improved state. There are many different ways to problem solve. Techniques are most successful when the process is inclusive, inquisitive and creative. The more solutions you generate, the more likely your problem will be solved!

Solutions

The purpose of this phase is to develop and agree on solutions to your identified problems. Solutions are generated, designed, prioritised and then tested with key stakeholders, to make sure they are effective.

Key points

1. Brainstorming principles

Brainstorming is a common technique to generate solutions. The principles of brainstorming centre around encouraging participation, with an emphasis on creativity and idea-generation in a non-judgmental atmosphere – every idea is considered! Be clear about the problem you are trying to solve and encourage diverse thinking. Allow groups to build on each other's ideas to uncover new possibilities and grow and stretch possible solutions.

2. Brainstorming techniques

There are many different brainstorming techniques and you need to consider which works best for your needs. Good practice is to start with individuals brainstorming ideas then share and build on them with the group. This will encourage diverse and collaborative thinking. Facilitate the discussion to encourage creativity and ensure that people don't get stuck on critiquing details at this stage.

3. Quantity first, quality second

Try to generate a diverse and large number of solutions. It's okay if some ideas are similar (you can theme and prioritise later). Encouraging free thinking can produce all kinds of ideas that may not have otherwise surfaced – this stage is about quantity over quality. The first solutions generated tend to be the most traditional or common, but with additional time and creative techniques, more innovative solutions tend to emerge.

4. Encourage creativity

Take the time to think about how you will get the most out of your stakeholders. Set up an environment that promotes creativity and free thinking. Find a comfortable space and consider using colour or images for inspiration. Warm up the participants with a quick activity to get them in the right frame of mind for generating ideas, then minimise distractions during the brainstorming.

Considerations and tips

Ensure stakeholders have a clear understanding of the problem and the guiding principles used to assess solutions (see below diagram).

Run a solution workshop

The more you prepare for a workshop the better. Plan for the room and materials needed, as well as who to invite and how the session will flow. Don't forget to follow up with participants afterwards and update them on progress.

Keep an open mind

For problem solving to be successful you need to have an open mind and be willing to consider every possibility. Think about your stakeholders' perspectives and how you will manage their expectations as well as your own. Remember all participants will have their own frame of reference (including you)!

Consumer focus

Ensure that the solutions are not all organisational or service focused. A good solution should be human centred. Help your stakeholders keep a consumer focus by prompting them with quotes or journey maps from consumer perspectives. Ask how the proposed solution solves the consumer problem?

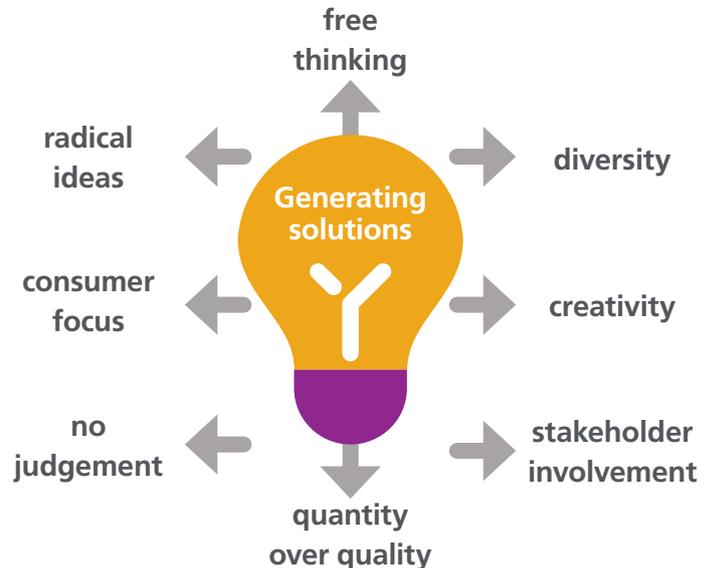
Include stakeholders

It is vital that as many stakeholders are involved as possible. Think about how you can provide the opportunity to different stakeholder groups to participate (either individually or in groups). This will ensure you capture solutions from different frames of reference as well as promoting stakeholder engagement.

Solutions guiding principles

Patient Flow/ Access	Solutions should aim to ensure patients are provided with equitable, timely and efficient access to appropriate emergency care
Patient Outcomes	Solutions should help achieve better patient outcomes
Patient Experience	Solutions should aim to provide care that is respectful of, and responsive to, consumer rights, needs, values and preferences
Patient Safety	Solutions should be safe for all stakeholders, including consumers, carers, staff, the community, and other parties
Staff Experience	Solutions should recognise the valuable contributions of all staff to the patient journey
Waste	Solutions should not increase waste within the health care system.

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Further information

[My Health Learning Log in Form](#) – Redesign Solution Design (202465315): Designing Solutions

Next steps

Now that you have generated a number of ideas that could help you to achieve the objectives of your project, it's time to narrow them down. Identify 'quick wins' and solutions with the most impact on service and consumers that you are going to take forward.