

# SOLUTION STATEMENT

## Solutions



### Solution statement

A solution statement is a detailed blueprint of the design of each solution you have prioritised. It tells the why and how it will solve the problem and provides a clear direction or vision on how your solutions will move the project forward.

### 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. Describe the solution

Start by giving a brief background on the issue including data, the root causes and the need for change. Then move onto the solution itself, briefly describing the change you are going to implement, with sufficient detail for your stakeholders to get a clear picture. Demonstrate how the solution addresses the issues from the diagnostics phase.

### 2. Determine feasibility

This section relates to how easy or difficult it will be to implement the solution. Is it feasible that you will be able to implement this solution to achieve success? Think about the resources required, the level of disruption, timeframe, potential risks and alignment with organisational priorities. You can display the feasibility as a rating (a scale of low to high).

### 3. Highlight cost and benefits

Provide details on the expected cost of implementing the solution, and the ongoing cost when it is business as usual. Costs can then be balanced with benefits. Highlight how this solution will benefit patients, staff and the service. Be clear on how success will be measured (through key performance indicators). Highlight any broader benefits expected and try to provide measures for them so you can prove impact as you evaluate.

### 4. Appoint a solution owner

The owner (or sponsor) of the solution is key to success and is someone who has the authority to make the change happen, who can be held accountable for implementation. Commonly, the owner is also the department manager who is in charge of the process or area impacted by the change. This does not mean the owner works alone; the team is there to support and assist, but final responsibility lies with the owner.

## Considerations and tips

Your solution statement is a key element to get stakeholders on board and ensure they are aware of the plans and in agreement with the solutions.

### Support your solutions

It's a good idea to back your solution statement with literature or research that supports the validity of your solutions. This will help bolster the credibility of your solutions and build trust in their worth. You can attach relevant reference documents to the statement.

### Impact tables

Consider using an impact table to highlight where your solution will benefit. You could use the triple aim standards (health outcomes; patient and staff experience; cost) and add other areas which are relevant to project and organisational goals. The more areas a solution benefits, the stronger the solution will be.

### Demonstrate integration

Explain how the solution will align (or require changes) to current processes (e.g. procedures or guidelines), organisational roles and responsibilities, technology and the physical layout of the environment. Include the flow-on effects for processes or services that occur before or after the change you are making.

### Templates

It's a good idea to use a template for your solution statements to keep them consistent and easy to understand. This can help with comparisons and cross-checking across solutions. We have provided one for you, or you can design your own covering all the key elements.

## What areas does this solution impact?

Does the solution have a positive impact on	Yes	No
Patient flow/access	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Patient outcomes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Patient experience	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Patient safety	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Staff experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Waste reduction	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Solution template elements

### Project name

#### The Solution

- Background
- Issues addressed
- The solution description

#### Cost

- implementation cost
- ongoing cost
- balance cost with benefits

### Solution title

#### Feasibility

- ease of implementation
- scope
- time frame

#### Benefits

- impact on KPIs
- benefits to patients
- benefits to staff

## Further information

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

## Next Steps

Now that you have clear and agreed solutions to take forward, it is time to implement! Having the solutions clearly documented will help others understand and start preparing to change.