PARALLEL O’ GRAMS

Community Health Center Quality Learning Network
October 5, 2018
Edward De Bono’s Provocations

• De Bono created provocations, which he called “PO” to help get teams out of usual thinking with a jolt, so that they can be freed up to engage in creative problem solving. Here are a few of De Bono’s provocations:

• Reversal-A person answers the phone, then it rings.
Parallel Postcards: *Greetings from a universe not at all far away!*

- Quantum physics postulates an endless array of universes that might exist right alongside our own.

- Different versions of ourselves could be simultaneously living different lives in each of these potential universes.

- What if you could go visit your other self in another universe? Well, you can’t because you are too busy trying to end the epidemic. However, you have a dear friend with a lot of time to spare!

- Imagine that you have just received a postcard from your dear friend who is vacationing in a parallel universe.

- As you read the postcard to your colleagues sitting with you at your table today, you are all transported to that universe.
Parallel Provoking

Parallel Universe One

• In this universe, healthcare teams make appointments to see people living with HIV who examine the healthcare teams.

• How can PLWH improve healthcare teams’ health and well-being so that they perform better in their jobs and help to end the epidemic?

Parallel Universe Two

• In this universe, the virus is an intelligent entity actively fighting against efforts to ETE. The virus is not passive. It wants to spread. To the virus, life is but a game of chess it wants to win.

• How can healthcare teams outwit, and checkmate the virus to ETE in this universe?
Each table has entered a parallel Universe

Parallel Universe Three

• In this universe, the epidemic wants to end itself. It is old, and feels like it is spread too thin. Here, it is not people living with HIV who come to see healthcare teams, but the epidemic itself.

• How can healthcare teams help the epidemic to end?

Parallel Universe Four

• In this universe, people only go to the medical provider when they are feeling good. When people don’t feel well, they don’t go to see a medical provider.

• How can healthcare teams improve health outcomes in this universe?
Parallel Universe One: Consumers treat providers
The Stepladder Approach

1. Each team member thinks to themselves about the problem, writing down their ideas on how to approach the challenge.

2. Two team members take 5 minutes to discuss the issue at a separate table, one of them raking good notes.

3. Step 3: After 5 minutes, a third group member joins the group. The third member offers thoughts on how to approach the problem before hearing what the other two have so far discussed. After all three members have shared their ideas, they discuss best options (5 minutes)

4. Invite a fourth member in to discuss possibilities for another 10 minutes. Repeat the process, taking 5 minutes each time an additional group member is added until all team members have joined in the discussion.

5. After all team members have joined and offered their ideas, make a final decision on what to do and report back to the larger group.

Mindtools.com
Parallel Universe Two: Outsmarting the virus
Storyboarding

1. When you run into a sticky problem, sticky notes can help you to find the solution! Everyone on the team take a few minutes to write down your ideas as to how to solve the problem, one idea per sticky note.

2. Put your sticky notes on flip chart paper.

3. After 10 minutes you should have a bunch of ideas on sticky notes.

4. Time to put the notes in order. Which would come first? Which would then follow? Eliminate any ideas that don’t help to lead you to the goal.

5. Look for meaningful connections in the ideas that will move the process forward to the ultimate solution. https://blog.hubspot.com
Parallel Universe Three: Help the epidemic to end
Reverse Brainstorming

1. First identify the problem you are trying to solve, writing it down on the reverse brainstorm template.
2. Reverse the problem, writing down the exact opposite of what you after trying to accomplish.
3. Brainstorm to figure out all possible solutions to the reverse goal, writing down all your reverse solutions.
4. Now reserve your reverse solutions, flipping them so that they become solutions to the real problem!
5. Can any of these be used to solve the problem? Pick your best solutions and report back to the group.
Parallel Universe Four: Only Heathy PLWH come to clinic

Brain Writing

1. Each group member, write your ideas on how to solve the problem on the Write Brain Template.
2. Pass your completed Write Brain Template with your ideas to the person sitting to your left.
3. The person sitting to your left does the same thing with their Write Brain Template, then adds ideas to your completed template, building on your ideas.
4. The process is repeated until everyone has had a chance to review and build on every other group member’s ideas.
5. Discuss which ideas are best and report back to the larger group. A few rough ideas for solving a particular problem on a piece of paper. Each piece of paper is
A Tree with Many Roots

• Each universe is a branch on the tree of hope
• Each group travels back from their universe to share ideas on:
  • How consumers can help providers to improve
  • How we can outwit the virus
  • How we can help the epidemic to end
  • How we can work with PLWH to stay healthy and virally suppressed

This is our ending the epidemic tree
Postcard: Greetings from Sunny Universe One!

• In this universe, healthcare teams make appointments to see people living with HIV who examine the healthcare teams.
• How can PLWH improve healthcare teams’ health and well-being so that they perform better in their jobs and help to end the epidemic?
Postcard: Salutations from action-packed Universe Two!

• In this universe, the virus is an intelligent entity actively fighting against efforts to ETE. The virus is not passive. It wants to spread. To the virus, life is but a game of chess it wants to win.

• How can healthcare teams outwit, and checkmate the virus to ETE in this universe?
In this universe, healthcare providers and consumers make appointments with social worker/case managers who provide support for consumers and providers as equal members of the team to deal with the social determinants of health.

How can social workers work with consumers and healthcare teams so that they can better deal with the social determinants and help you end the epidemic?
Postcard: Escape to beautiful Universe Four!

• In this universe, people only go to the medical provider when they are feeling good. When people don’t feel well, they don’t go to see a medical provider.

• How can healthcare teams improve health outcomes in this universe?