

Positive Deviance In Action



Leah Gitterman and Mohammad Salhia

April 28, 2011



Speed Networking

The thing I heard this morning that really stood out for me was...

Right now my biggest challenge is...

Find a partner...3-4 minutes sharing...
Then find another partner... then find another.

***Culture
Eats
Strategy
For
Breakfast***

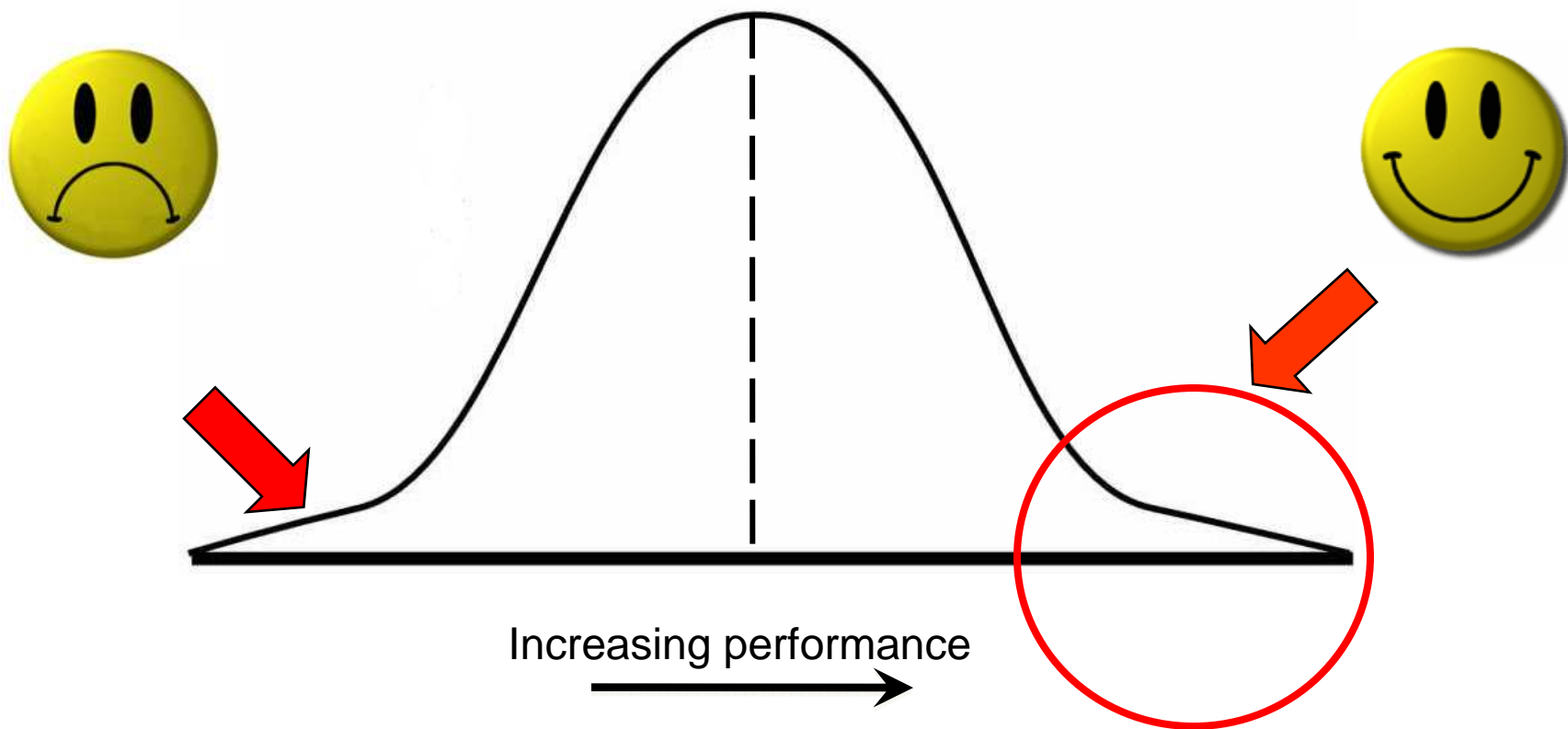
- Attributed to
Henry Ford

Liberating Structures

- Methods that help change how a group interacts
- Has structure – group controls the content
- Don't seek to educate – tap into collective knowledge of all stakeholders (from frontline to senior managers)
- Focus on self organization changing the way everyday work gets done

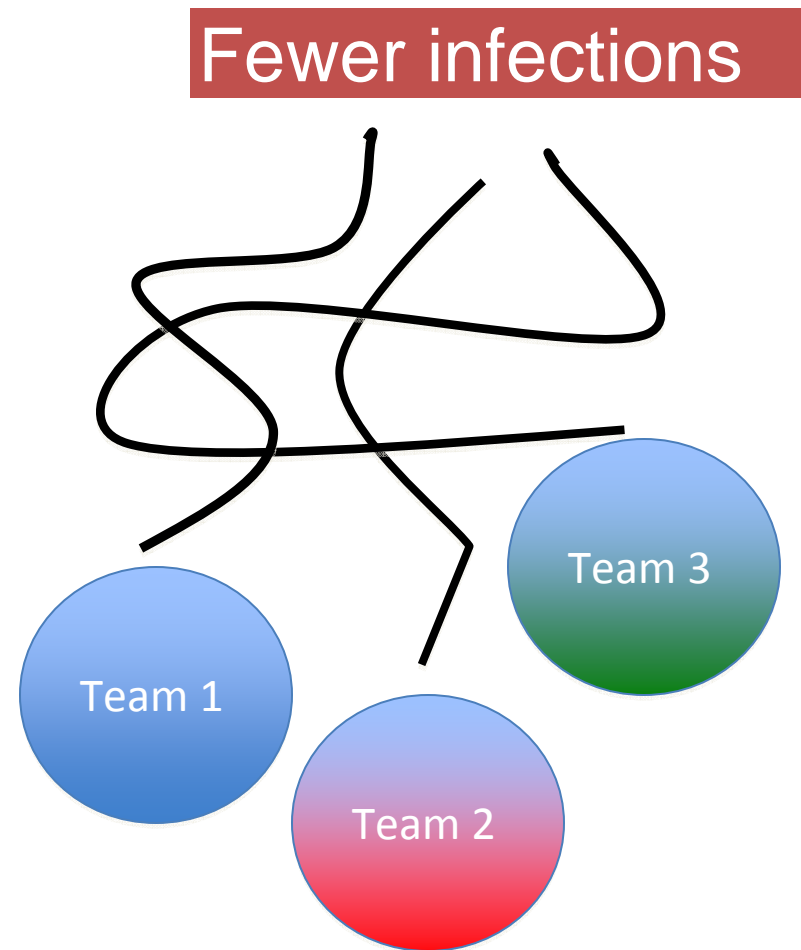
The Premise Of Positive Deviance

No matter how bad things are, there are always people in the group that do a better job, despite having access to the same resources



Reinventing the wheel

- The role of infection control is to define the what the wheel looks like (min specs)... not how to build it



Tools



- Kick offs
- Improvisation
- Sharing Stories
- Discovery and Action Dialogues
- TRIZ
- Wise crowds
- Social Network Analysis
- Ethnography



Discovery and Action Dialogues

1. How do you know or recognize when _____ is present?
2. How do YOU contribute effectively to solving _____?
3. What prevents you from doing this or taking these actions all the time?
4. Is there anyone you know who is able to frequently overcome barriers?
5. Do you have any ideas?
6. What needs to be done to make it happen? Any volunteers?
7. Who else needs to be involved?





TRIZ

“the power of creative destruction”

- Define an unwanted result e.g. hospital acquired infections
- Design a system that would reliably create the unwanted result every time
- Get Detailed – Be Specific!
- Compare to the current system
- Any Similarities? What can you do *Differently*?

Wise Crowds: What Challenge Are you Facing?



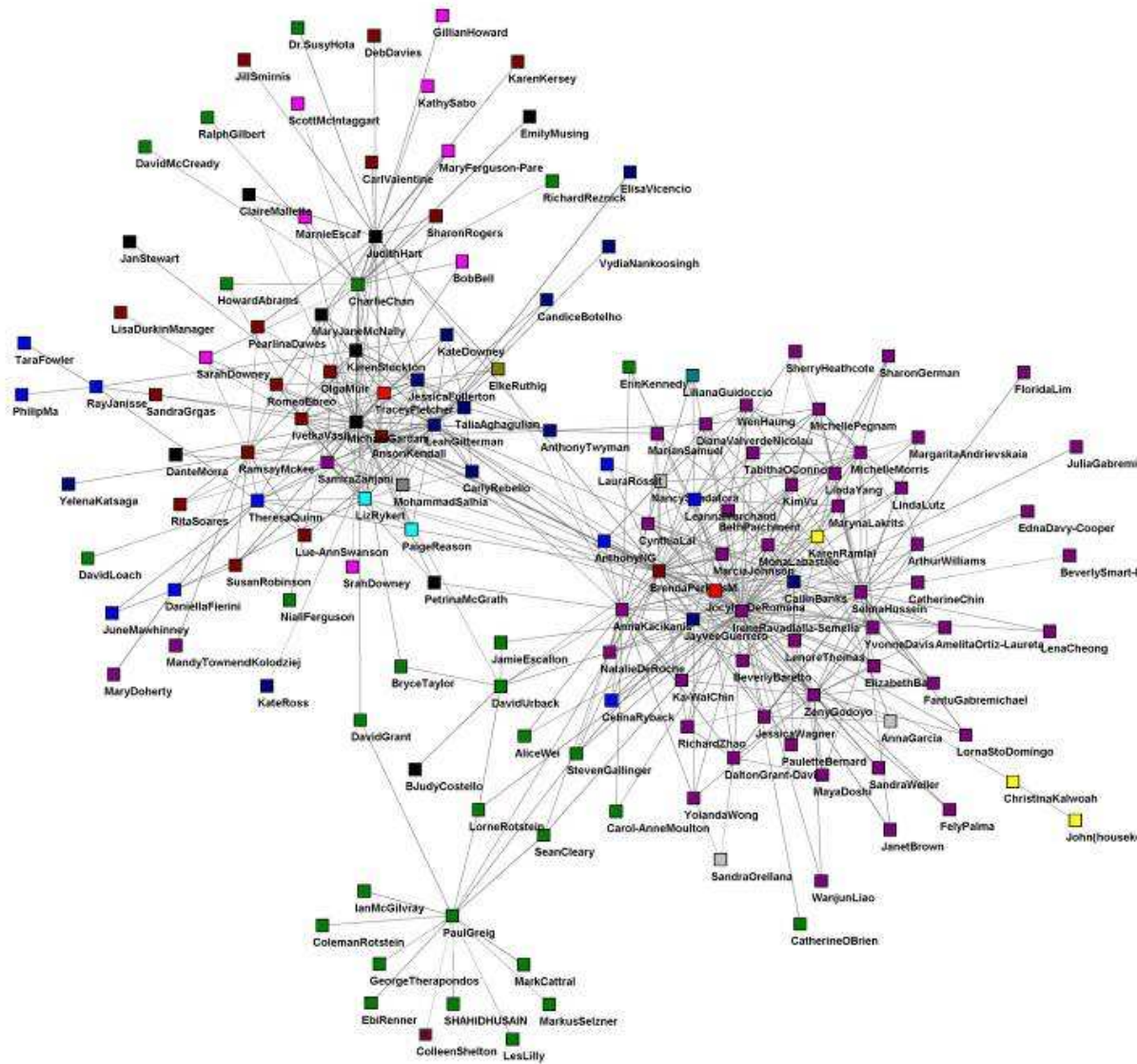
Take a minute to think about a **challenge or situation** you are currently facing and take a few minutes to write down the highlights.

Wise Crowds



- Share your challenge – 2 mins
- Group will clarify – 2 mins
- Wise crowd conversation – 5 mins
- Acknowledge the Group – 1 min

Social Network Maps



What Seems Possible Now?



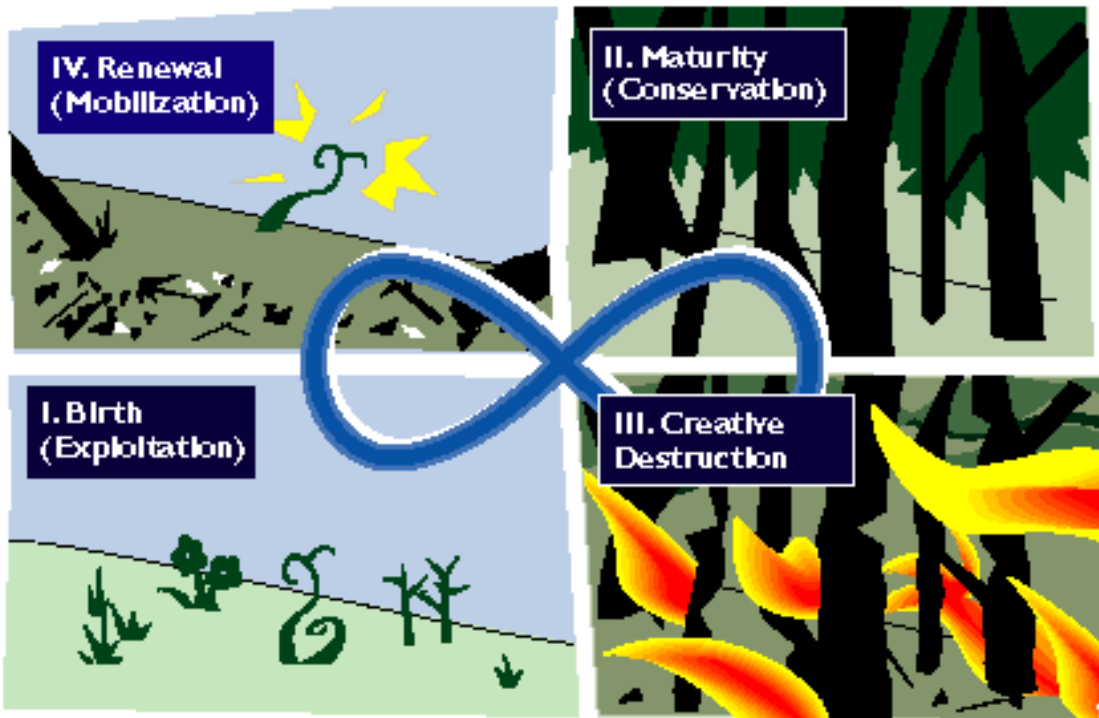
What Important Ideas are Emerging for you?

- What is most important needs to be tackled first?
- What is the easiest to address (low hanging fruit) and why?
- What will require more time and/ or resources to fix and why?
- What challenges or key elements affecting quality exist at the Board or governance level?

Always remember:

“Nothing about me without me”

Ecocycles



- Identify things you should stop doing
- redirect energy and resources to activities that support renewal and change
- determine which approaches are needed for which phases
- encourage diversity

Pick the Right Tool for the Job



Thank-you



Leah Gitterman

Leah.gitterman@uhn.on.ca

Mohammad Salhia

Mohammad.salhia@uhn.on.ca