



## Children's Minnesota Creates 5,000+ Problem Solvers with Real-Time Problem Solving System



### Issue:

Children's MN leaders wanted to spread problem-solving capabilities by empowering people to identify and solve problems using scientific-method thinking. **The Goal:** a system that enables everyone every day to identify and solve problems that arise in the course of work which prevent them from delivering, safe, effective, efficient, equitable, and timely patient-centered care.



### Approach:

After 3 weeks of practice facilitating real-time problem solving, the system deployed involved:

- Staff identified problems** and utilized the help chain to remove barriers to solve;
- Daily tiered huddles** to “win the day” and solve problems;
- An electronic platform shared problems**, root cause problem-solving logic, and solutions that the team developed;
- Standard work for leaders and frontline** was (re)designed to better serve patients.



**Results:** Prior to launching the RTPS system, CMN lacked system-wide problem-solving and problem-sharing, a designed approach to removing barriers, and daily tiered accountability. After launching:

- 5,000+ daily problem solvers -- everyone, every where, every day;
- Enterprise-level System to Share open to everyone;
- Explicit help chain and problem-solving approach;
- Tiered daily huddles and Status Reports;
- 2,576 identified problems;
- 400+ leaders aligned to “win the day” and “meet the future”



### Staff Feedback:

“Real time Problem Solving is the gold standard.”

“This a great example of what we can do with a shared language and understanding. Continuous improvement is a breath of fresh air.”

“Our story – the holistic approach, everyone, everywhere and every day focused on improvement and learning.”