Contra Costa Sounding Board: How do you foster a culture of innovation at your organization?

**Current state:**

* Siloed teams – independent work on projects
* Getting people more involved in process, making innovation a priority, not an occasional thing
* Need to pull people from across teams and get managers approval – hard to make the case
* Project management office & QI teams: how do we work so we’re not stepping on peoples’ toes

**NEVHC** – not just doing something to be innovative but to solve a specific problem

* For example, tablets implementation – showing people that it saves time and improves workflows

**CHCN – getting different clinics to get aligned around a specific issue/contribute to innovation projects**

* Standing meetings are used to discuss these things, set cross org priorities
	+ Dream Team: data folks, QI people, panel managers - paper priorities, bring in usual folks + CMOs to make sure everyone is on the same page
	+ COO meeting
	+ CMO meetings

**Petaluma:**

* Worked with their consortia, RCHC – sneak it in during standing meetings where people are already together

**Shasta: “collegial development”**

* 3 components:
	+ Operate within QI structure, tri-cameral – operations, info systems, clinical quality
	+ Membership is cross-disciplinary, inclusive, not top down approach – scribes, MA’s, trainers, IT and Admin. Include people on the floor to give them a voice. Rotate over period of time – most people have opp to participate
		- How do you encourage front line staff to participate?
			* Invited them & explained that they are end users for tools they were building
			* Not everyone was eager to attend at first, can be intimidating – not mandatory, ease into it. Lead discussion to them
			* Was good decision to become inclusive
* Ensure projects are aligned w/ 3-year strategic plans – based on point in time assumptions

Experimentation with crowdsourcing of ideas?

* Not a lot of success opening to everyone
* Harvard research project: piloting crowdsourcing techniques, but not enough time
	+ NEVHC Would love to learn more but haven’t tried anything ourselves
		- Employee wellness committee – employees haven’t wanted to join – want to keep separation between work & personal accounts
* CCI: past work testing online platforms for this purpose – difficult to get engagement
	+ KP has tried but it died
	+ Veenu will see if KP contact is still around to share about the idea generating plaform
* CCI: Slack, LinkedIn groups, - things where you don’t have to pay and no firewalls, where people already are going
	+ One forum for crowdsourcing probably isn’t effective – need lots of channels
	+ Joy that comes with contributing – make it organic
* Interteam communications? – Altura/Manuel – uses Slack for projects, Trello for project management & notifying key stakeholders, sub-convos under the change, scrum methodology
	+ Sharing fun stuff?
	+ Petaluma: [Huddle TV](https://www.careinnovations.org/resources/5-takeaways-from-petaluma-health-center/) – highlight different innovations and solicit input; Intranet – shout outs, highlights and updated frequently