

Learning From Your Team and Your Patients



- Leverage all the resources you have, including people!
- Understand your processes better: Get closer to the ground by observing and talking to people

“...as front-line workers, supervisors, clinicians, our observations of our patients as they interact with us, in the context of the systems and workflows that we created, offers a wealth of data about the quality of the work we do.”

“We have a sense of when our patients are struggling with something we ask of them; we hear them speak about their lives and we learn about barriers they face to taking steps in favor of their own health.”

Learning From Your Team

- Define your stakeholders:
 - Who do you want to learn from?
 - What do you want to learn?
- Methods
 - Small group discussions as part of existing meetings
 - 1:1 discussions out of the office, walks, over coffee
 - Observation – because you are curious and working to make things better!
 - Surveys
- You'll get started when completing your baseline capability assessment!



Learning From Your Team and Your Staff: Sample Questions

- What is working well at our site?
 - MAT patient flow
 - Staff utilization
 - Clearly defined staff roles
 - Inter-team communication
 - Inter-department cooperation (i.e., lab, pharmacy, call center, front desk reception)
- What could be better?
 - Relational coordination questions found here:

Use a Rating Scale!
0 1 2 3 4 5 6 7 8 9 10

Learning From Your Patients

- What do you want to learn from your patients?
- Get started, feedback from 5 patients provides a lot of insight!
- Leveraging existing structure – part of MAT intake process?
- Methods:
 - Observations
 - Using Humble Inquiry to do:
 - “Intercepts” or after visit discussions
 - Track 2: Journey and Empathy Mapping (combined with observation and/or humble inquiry)

Observation plus Humble Inquiry



Human-Centered Design

What it is: Looking at participants of a process in the fullest context, where the process normally occurs, and asking open ended questions

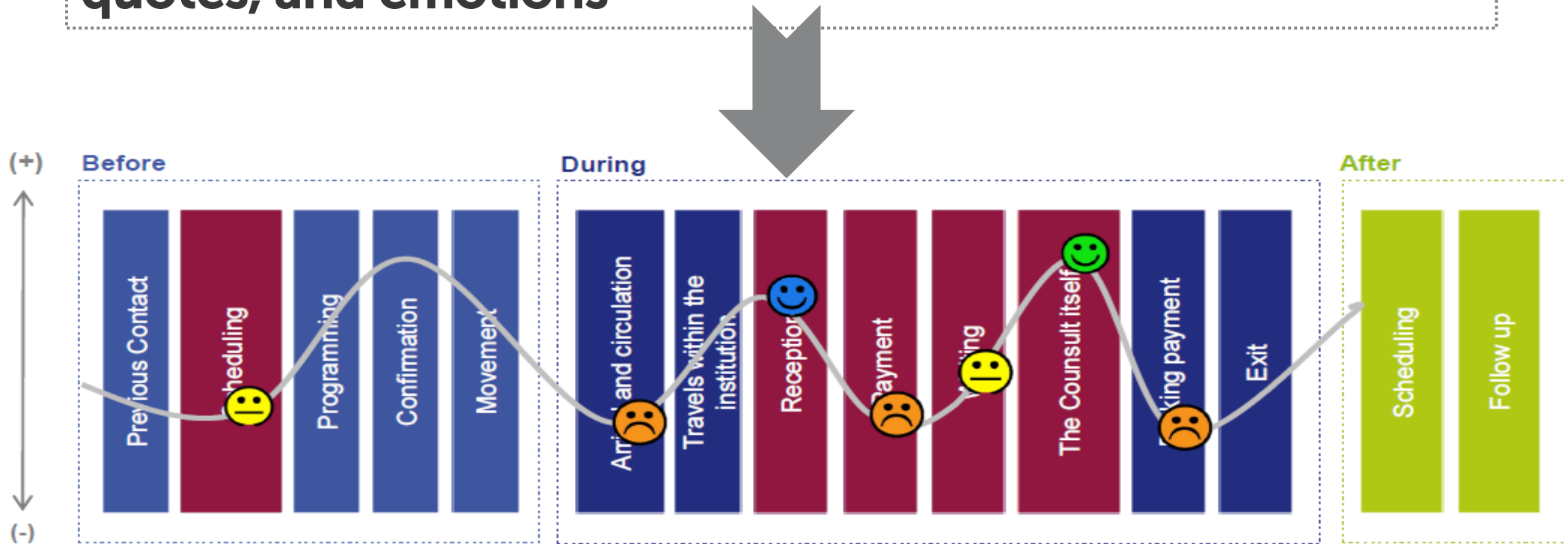
How to Tips!

- Avoid carrying assumptions from prior experience
- Keep an open mind; use a beginners mindset
- Note things that surprise you
- Look for disconnects, 'workarounds' and contradictions; things people do to make their lives

easier

Journey Map

A Journey Map is a visualization of a user's experience in a flow-chart like form that can include experiences, quotes, and emotions



What are Your Favorite Methods and Questions?

- Have you ever received care at a program that specialized in addiction—such as a residential rehab, detox, or outpatient program?
 - If so: What is different about getting care for addiction here in a general medical setting? What things are better? Not better?
- How do the people who work here make you feel about being here?
- What worked well about today's visit?
- What did you like least about today's visit?
 - Follow-up question: What could have made your visit even better? Or,
 - For the things that didn't go well, what could have made them go better?
- What are some words or things you remember about today's visit?
- What surprised you about today's visit?