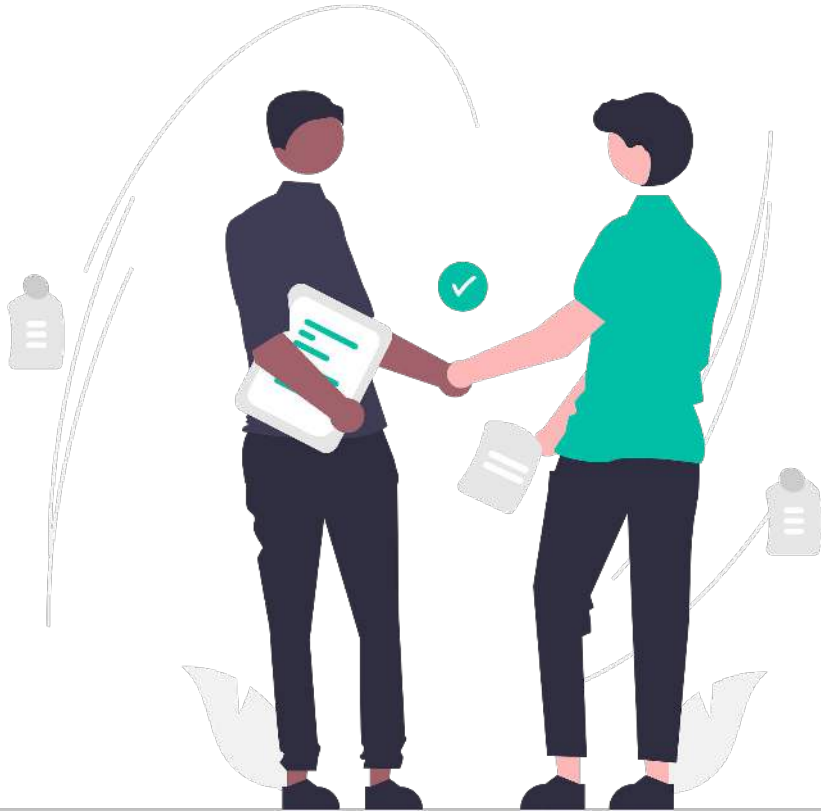


Agile Science

Foundational Tips and Tricks to
Transform Your Improvement Work

Introductions



AGILE REFLECTION



Emotional Footprint - Number 1-10





Two words to describe your number

Introduction to Agile Science

What is Agile Science?

Based on any previous knowledge, what do you all think agile science is?

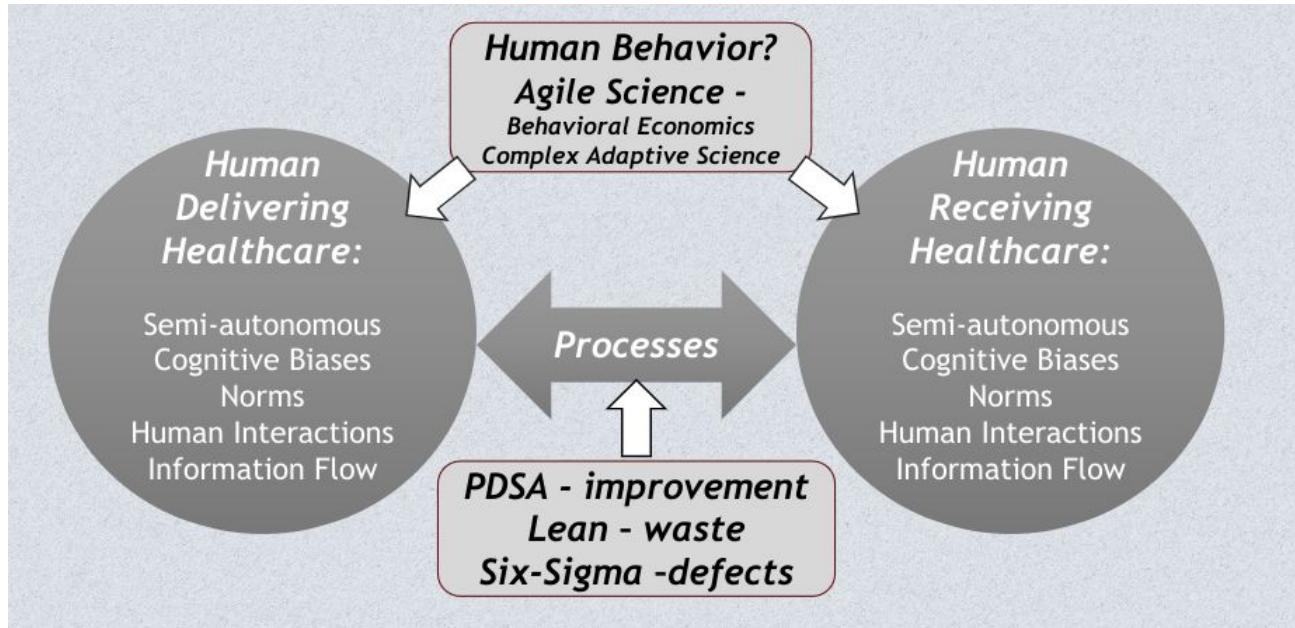
Please describe this in your own words.

What is Agile Science?

Agile science attempts to understand, predict, and steer the real-world behaviors of both individuals and their organization where the sensitivity to **speed, context, and time** are the dominant forces in the exchange of information and energy.

“speed, context, and time are the dominant forces in the exchange of information and energy.”

Transforming Healthcare

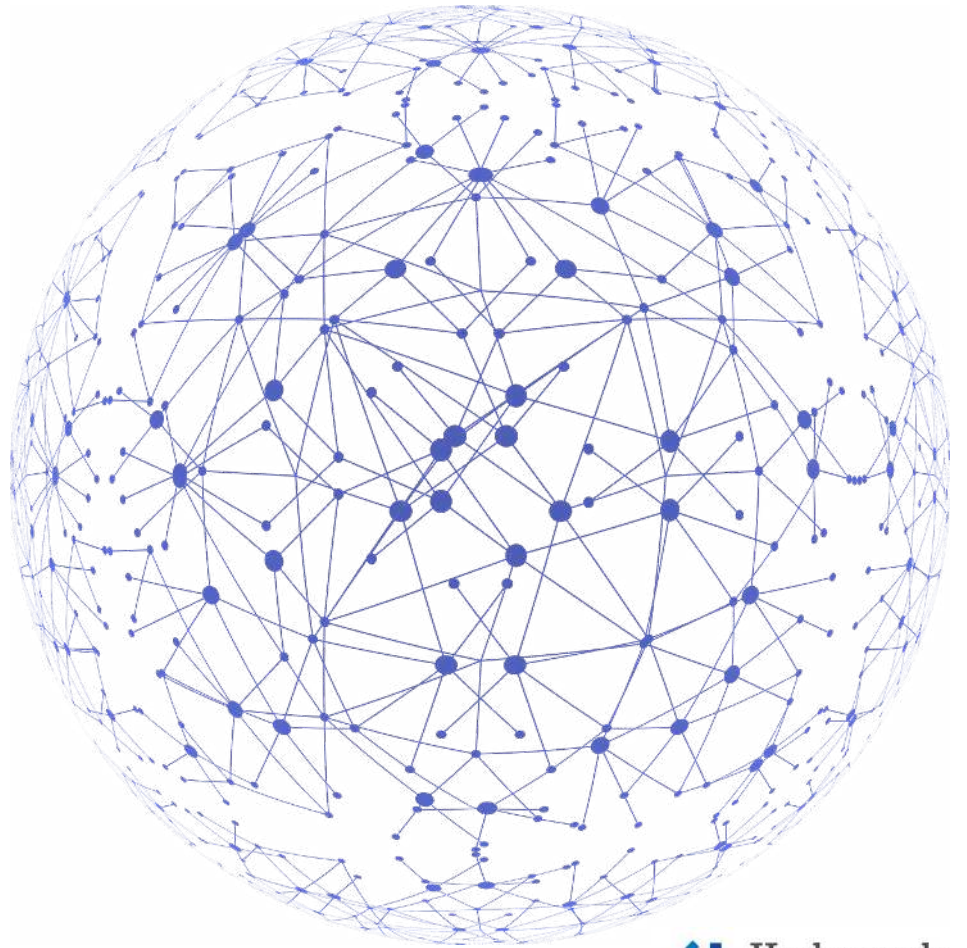


LEAN PDSA AI

What Differentiates Agile Implementation

×	×	☑	Manages interface between internal and external environments	★
×	×	☑	Confirms demand from end-user	★
✓	×	✓	Identifies evidence based-solutions	
×	×	☑	Determines the criteria and timeline to stop a failed solution	★
✓	×	✓	Localizes the content, processes, and outcomes	
✓	✓	✓	Develops a timely and actionable feedback loop	
×	✓	✓	Monitors impact of the solution on the system	
×	×	☑	Monitors emergent behaviors	★
×	×	☑	Maintains a minimal standard operating procedure	★

A Guide to Network Mapping



Network Science

What is it?

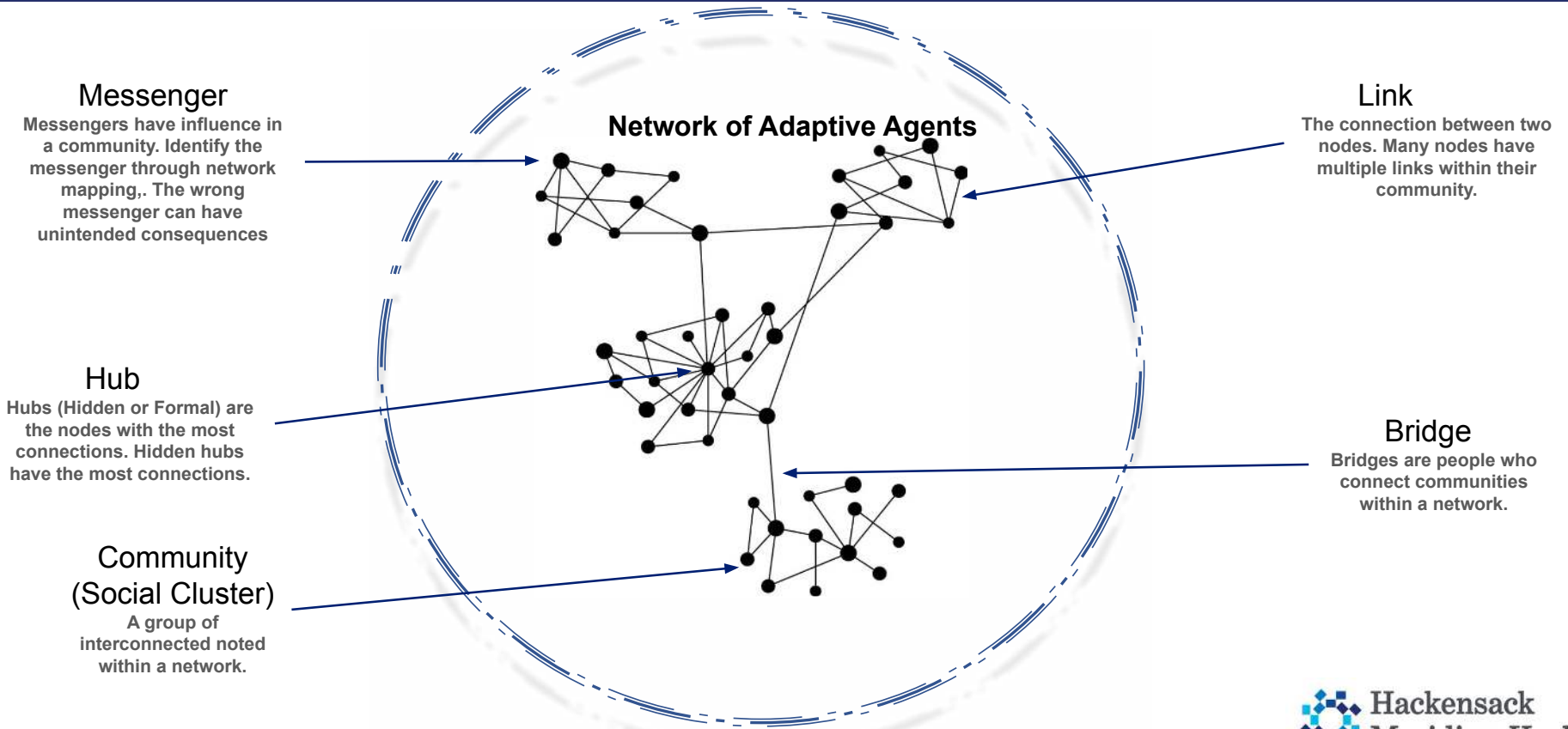
Network Science is the study of the relationships among individuals in an organization, community, or social network.

Why do you need it?

- Useful for messenger identification.
- Mapping can assist in identifying links to other communities or groups to spread your Minimal Viable Story.



Complex Adaptive Human Network



Personas Overview

WHAT are Personas and WHY do they make life easier?

Personas help you understand users:

- Needs
- Experiences
- Behaviors
- Priorities
- Pain Points
- Demand



Personas

ENGAGED

- Greatly interested or committed
- Focused on the problem and generating a solution

APPREHENSIVE

- Tend to worry and focus on what may go wrong
- Prepared for unintended consequences

SKEPTICAL

- Question the validity of the information
- Distrustful of others and circumstances
- Need to see evidence to believe something is true

CYNIC

- Often seen as pessimistic and quick to criticize
- Viewed as analytical, detail-oriented, and committed to finding solutions

NON CONFORMIST

- An individual who is independent and rebellious
- Risk-takers who are willing to challenge the status quo

PERFECTIONIST

- An individual who strives for excellence
- Have high expectations for themselves and others



Breakout Session #1

Mapping the Social Network

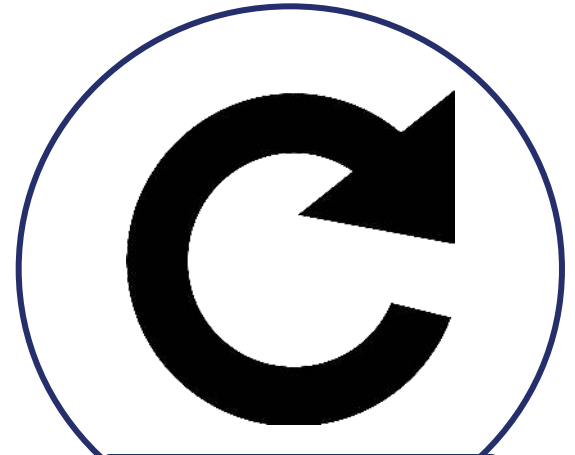
The Agile Mindset



Safe Culture



Feedback



Sprints of Minimally
Viable Solutions

A Safe Culture

- Establish a **psychologically safe** climate where members
 - Feel comfortable giving and receiving **feedback** and direction
 - Have **time and space** to collaborate and exchange information
 - Foster appreciation for “**good enough**” rather than perfect solutions
- Tension and discomfort are essential for change

Feedback Culture

- Different forms of Feedback:
 - **Surveys** - engagement surveys, patient experience, etc.
 - **Tools** - StandOut
 - **Formal** - rounding, huddles, etc.
 - **Informal** - gossip, rumors, hallway conversations
- It's essential to capture these conversations in order to make modifications to the work you are doing.



Minimal Viable

“Minimal viable doesn’t mean half-finished or lowered standards. It means doing the essential components that are needed to succeed”



MINIMUM

No one wants to use it; doesn't solve the problem



MINIMUM + VIABLE

Contains the critical parts to solve the problem



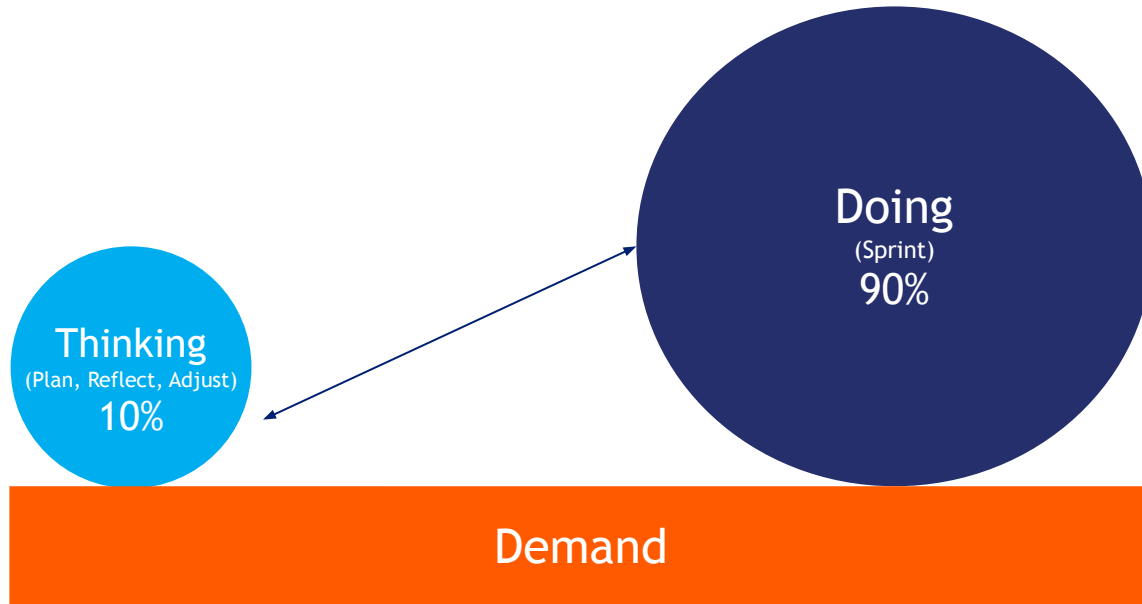
VIABLE (MAXIMUM)

How you design your solution, but overly detailed making less applicable to others

Your World & Their World



Agile Transformation Cycle



Demand

How To Assess Demand?

To assess demand effectively, you must determine if stakeholders are passionate about the problem you are trying to solve. This means that a stakeholder must believe in the problem and they are willing to dedicate their capital (financial, time, emotional, etc) to find a solution.

How To Create Demand?

In order to create demand, you must identify who are the key stakeholders, decision makers and/or influencers. Once you identify who these people are, you must find ways to engage with them and create demand for your problem or solution.

Essentials For Creating Demand

Mapping and Personas

- Identify the stakeholder(s) priorities and what areas of their work most resonate with them.

Minimal Viable Story

- Create a *Minimal Viable Story* to engage the stakeholder(s) in the opportunity you are presenting to them.

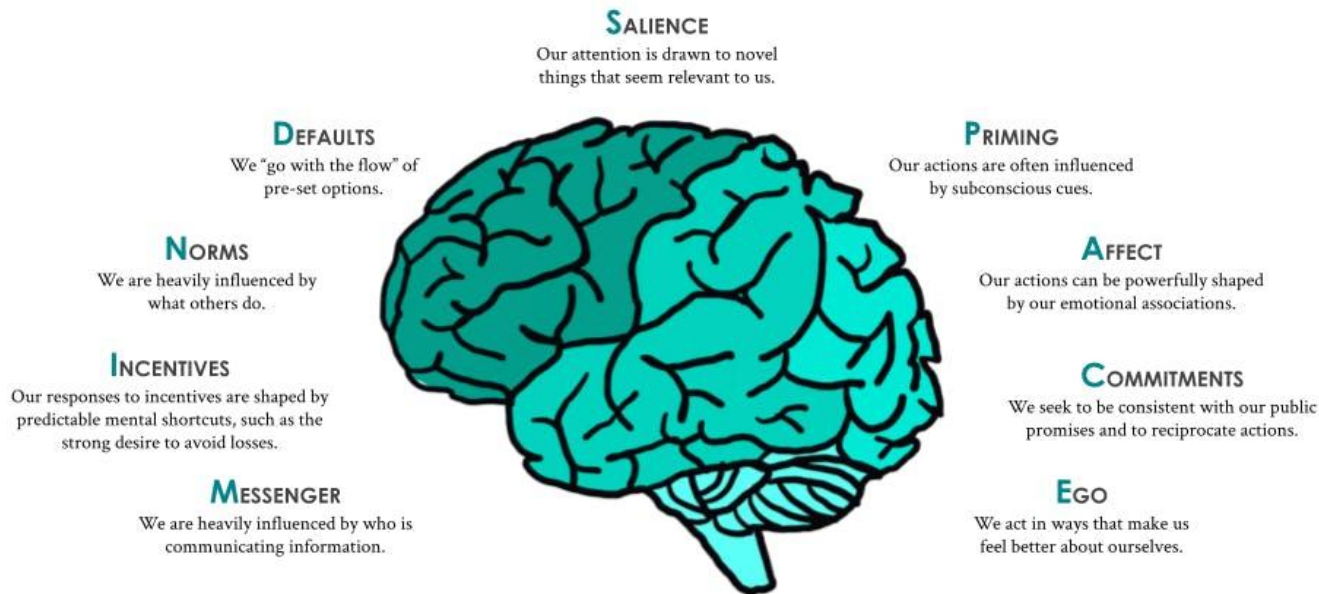
Messenger

- Ensure you have the right messenger to reach the stakeholder(s) and engage them in the opportunity.



MINDSPACE

The cognitive biases of System 1





Breakout Session #2

Creating Demand

Running Sprints

What is this?

The sprint is the primary tool for applying Agile methodologies. It includes:

- Time-Frame for Completion
- Assigned Tasks and Task Owners
- Data Collection Methods
- Feedback Loops
- Making Adjustments as Needed

Sprints of Minimally Viable Solutions

1

Develop **minimal viable solutions (MVS)**

2

Quickly test their performance in actual practice through rapid experimentation.

3

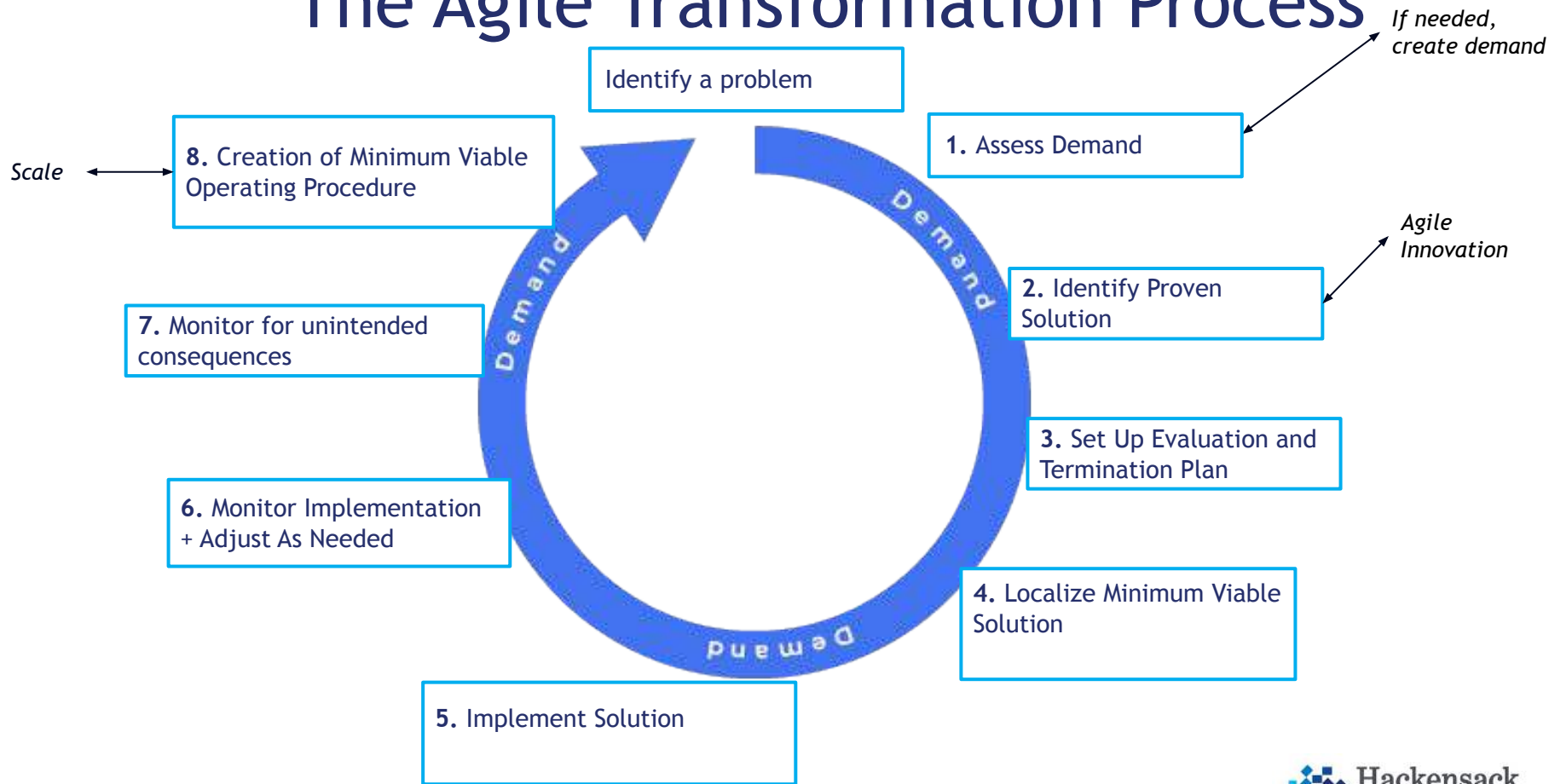
Conduct **sprints** in the target environment to evaluate the MVS and revise based on feedback gathered.

Types of Sprints

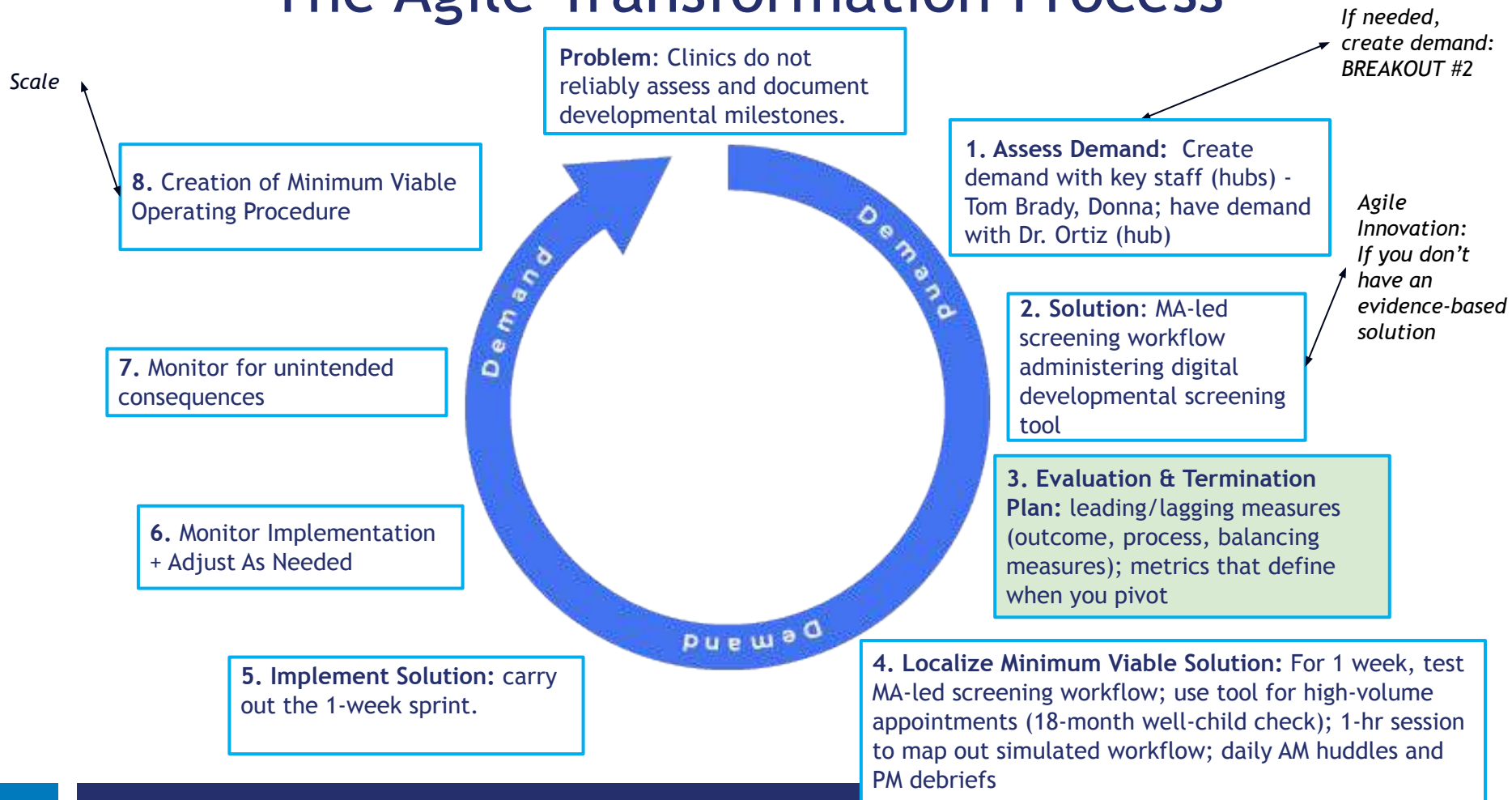
Sprinting = solving a problem (produce a product and/or test an MSOP)

- **Co-Design Sprint** - create engagement and/or solution generation
- **Team Sprint** - every team member must be present at the same time
- **Relay Sprint** - “hand off” from one team member to another

The Agile Transformation Process



The Agile Transformation Process



3. Evaluation & Termination

Plan: leading/lagging measures (outcome, process, balancing measures); metrics that define when you pivot

Evaluation plan:

- Lagging measure (outcome measure): % eligible well-child checks where new standardized digital screening is successfully completed and documented
- Leading measure (process measure): screening workflow cycle time

Termination plan:

- Screening competition rate is < 50% by the end of 1 week
- Screening workflow cycle time is more than 10 minutes per patient and does not trend toward improvement over 1 week
- Critical stakeholder veto
- Critical errors in digital tool in > 20% of attempted uses

AGILE REFLECTION



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Session Evaluation & CME/CEU

