

Solution Design

GUIDED CHECKLIST

Why do promising healthcare solutions and services often fail? Because the design failed to address the complexity of the problem, the precise needs of users, and the variation in workflow integration. Step2Works offers deep expertise in explicating the problem to be solved and a unique framework to guide design, ensuring a logical connection between solution features and outcomes.

The problem we have selected is important because...

- It is a priority for patients, providers, and executives.
- It is known to make cost, quality, and experience worse.
- It happens in situations because things ARE done that should NOT be done.
- It happens in situations because things are NOT done that should BE done.
- We have gone through the “five levels of why” the problem exists.

We have selected the right outcomes because...

- The problem makes these outcomes worse and we know why.
- Patients, providers, and other stakeholders care about these outcomes.
- We know how to measure each outcome.
- We know early signals of improvement to each outcome.

We understand the outcome gaps and why they exist because...

- We know the magnitude of the outcomes gap.
- We know the variation in outcomes gap.
- We know the sources variation in the outcomes gap.
- We know what improves each outcome and what is feasible.

We have a solution that is designed to work because...

- We know what key behaviors can be changed and what processes can be automated.
- We know how to change the key behaviors.
- We have designed features that can influence behaviors.
- We have assembled the features into a coherent solution.
- The solution has face validity with all stakeholders.

We have a solution that is designed to be adopted because...

- It is easy to know all the right times to use it.
- It fits the workflow.
- It is easy to use.

We can rapidly learn to improve the solution because...

- We know how to measure the outcomes.
- We can measure the early signals of improvement.
- We can statistically determine if improvements are occurring and why.
- We can statistically identify outcomes that are not improving and why.