SOLUTIONS PRIORITISATION

Solutions

ACI Redesign Methodology

Solutions prioritisation

You are likely to have many ideas about solutions to your problem. Trying to address them all may seem a daunting task! You will need to determine which solutions are most likely to be successful and place them in order of priority.

Solutions

The purpose of this phase is to develop and agree on solutions to your identified problems. Solutions are generated, designed, prioritised and then tested with key stakeholders, to make sure they are effective.

Key points

1. Address the root cause

Start by asking whether each solution will address the root cause of the problem. This will help you select ideas that are within the project scope and have a direct impact on your objectives and goal. Solutions can be sorted by assessing the potential impact on KPI's, the appeal to staff and patients, the likelihood to succeed, if it is a breakthrough, and if it meets the guiding principles.

2. Affinity grouping

An Affinity diagram is a tool that gathers ideas and organises them based on their relationships. After grouping similar solution ideas, label these groups with their common theme or underpinning idea. You may find strong or repeated ideas coming through under certain themes that will help you determine focus or priority for stakeholders. This exercise helps you to eliminate duplication and see the bigger picture.

3. The Solution Prioritisation Matrix

An alternate option is to give each idea two scores: one based on its probability of success and another based the results it will likely achieve (1 = low or minimal results, 10 = high or maximum results). Plot the ideas on the Solution Prioritisation Matrix and look at the ones that fall into the high results and high probability of success quadrant. These are the best ideas to develop further.

4. Designing solutions

Although a number of ideas may appear to be successful, they need to be expanded and designed into workable solutions. You can start this process by using a structured solution design tool to build ideas and details about how it could work in reality. Consider who or where it will impact, the expected benefits, how it will work, how it could be implemented and how you know it will be effective.

Considerations and tips

Sorting through your solutions can be easier if you have a good plan and helpful tools. Rating systems, quick wins and testing can help you keep on track and narrow many ideas into a few.

Rating solutions

There are many factors you can use to prioritise the strength of your solutions: time scale, resource dependence, cost, disruption level, impact on objectives, impact on staff or patient experience. You can create a scoring system and take the highest scored solutions forward.

Quick wins

Some of the solutions may be easier to implement than others. Highlight these 'quick win' options and consider doing these first to get momentum for change and early success or wins. Take a look at the quick wins factsheet for more.
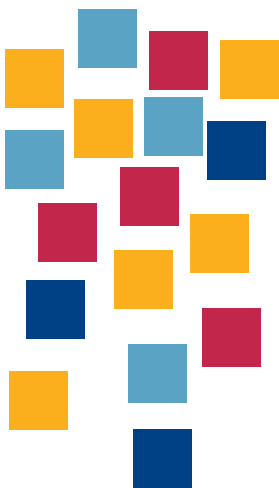
Vote on solutions

Hold a stakeholder workshop to vote on the priority solutions. Set criteria such as most likely to succeed, most innovative or best for consumers. People can put a sticker on the solutions they feel best meet the criteria. The highest scoring are considered to go through to test.

Stakeholder engagement

Don't prioritise on your own! Involving stakeholders will bring differing perspectives and knowledge on why particular ideas might work. This also helps keep the process transparent. Be clear that from this point there is a lot more work to build on and refine the ideas into actionable solutions.
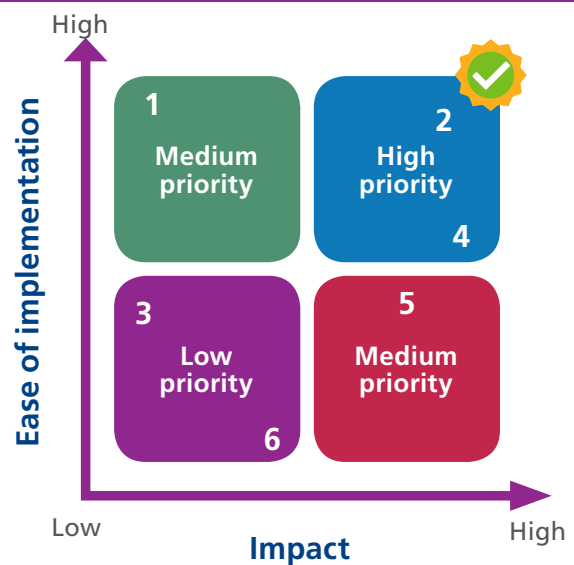
Affinity grouping

Capture ideas

Label themes

Solutions prioritisation matrix

Plot the solutions in relation to ease and impact on the matrix

Further information

My Health Learning Log in Form – Redesign Solution Design (202465315): Prioritising Solutions and Making Quick Wins

Next steps

Now that you have rated, scored and prioritised your solution ideas and fleshed them out, it's time to put them to the test. Creating prototypes and testing simulations will help you strengthen and build robust solutions ready to implement.