



It Is All About Timing

Last week I wrote about catching myself slipping out of Positive Deviance and into Best Practices.

It happens so easily and naturally for me - I had to wonder - if "Best Practices" are so un "PD" then why do we all gravitate to the concept?

Why shouldn't we save all the time it took John Ringdall and crew at the Pittsburgh VA to create and test the idea of putting a yellow gown and gloves in a baggy on the IV pole of the gurney of isolation patients? It's a great idea and it really works.



It turns out there is absolutely NOTHING wrong with looking externally for ideas and solutions - it's just that it is a matter TIMING and a matter of WHO is looking.

When is it ok to look outside? WHEN the people whose behavior needs to change decide to look outside - and they will and do - because it is human nature. What we have to be careful about is interrupting people with outside ideas - before they have the chance to explore their own - because then we shut down the process of growing ownership. And it's ownership that makes change last.

The really tricky twist is for the resource team - you are inside and outside.

So - here is the question- you guys have heard GREAT ideas on the cluster calls. They are like a tease - we ask for them - and tempt you with them - and then I tell you be careful. I have even given you a picture this week.

Think of one or two great external ideas.

What did you do with them?

Did you find yourselves wanting to share them?

How were they received?

If the ideas got an enthusiastic response what do you think made your group so eager to adopt the idea. What made the timing right? What words did you use?

If you didn't share the ideas - why?

Do you have any examples of staff who have been engaged using D&A or something like it - deciding to look outside for ideas?