Stage Activities

Define the Problem

- Define Requirements
- Describe Stakeholder Experiences
- Describe Patient Experiences
- Measure Current Performance
- Agree Core Themes
- Benchmark Current Performance
- Capture Stakeholder Needs
- Prioritise Stakeholder Needs
- Tell the Stories

Develop the Solution

- Consider Pre-existing Solutions
- Develop Concepts
- Make Models
- Stimulate Ideas
- Filter Ideas
- Describe the Big Idea

Understand the Context

- Create Stakeholder Map
- Generate Scenarios
- Describe Clinical Processes
- Analyse Relevant Documents
- Generate Personas
- Observe Stakeholders
- Understand Political Context
- Sketch the system
- Understand Patient Diversity
- Describe Patient Journeys
- Consult Stakeholders
- Create System Maps

Collect the Evidence

- Conduct Pre-mortem
- Define Measures
- Agree Quality Targets
- Identify the Big Wins
- Review Effectiveness
- Review Safety
- Review Sustainability
- Review Barriers
- Synthesise Evidence
- Conduct Post-mortem

Agree the Scope

Manage the Plan

- Decide the Next Step
- Review Project Progress
- Manage Team
- Identify Enablers and Blockers
- Plan Future Activities
- Review Project Performance
- Ensure Shared Understanding

Make the Case

- Draft the Pitch
- Estimate Time Required
- Present Case for Change
- Demonstrate Future Improvement
- Predict Stakeholder Benefits
- Calculate Resources Required

- Agree Aim Statement
- Challenge the Scope

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