

We **INNOVATE** to better the
now and create the future

Culture Commitments

Huddle Packet

Learning & Organizational Development



Atrium Health

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At Atrium Health, we innovate to deliver Health, Hope and Healing For All. Whether it's translating research into outcomes, renovating business models to deliver better value or more efficiently completing a process, innovating is key to a better future.

How We Do It: Our Commitment Statements

Innovating comes to life in many ways. The foundation of innovation are **empathy** and **curiosity**. When we commit to innovating, we are committing to act on the statements below.

- 1 Be open to great ideas from anywhere across our enterprise.
- 2 Learn something new daily and put it into action.
- 3 Work to make us better every single day, in big and small ways.

What Can You Do? Ideas and Additional Resources

- Ask questions! Curiosity is best exemplified in a question. Ask questions such as, *what could I do to improve my work? What do we need to change to improve the value for our consumers, both internal (teammates) and external (patients and their families)?*
- Observe! Spend time with people in their context to see the world through their eyes. Look for struggles and friction points. Remember to always take an empathetic approach. Empathy and curiosity are the foundations of innovation.
- Look outside your area of expertise for inspiration. Think about how other departments or industries have solved similar problems.

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Quick Tips for Innovating

- ☑ **Go see!** Easy, known problems can be solved with the tools you've used before. Tough problems, those that keep coming back or you've never tackled before, require new solutions. The first step to innovation is getting into a deep understanding of the situation and the people involved.
 - **First, identify whom you need to learn from.** Consider all the people who are important in the struggle that you are trying to learn deeply about.
 - **Spend time observing the context.** What is working well? What doesn't make sense? What surprises you?
 - **Talk to people.** This time is meant to help you learn, not judge. Understanding your consumers (both internal and external) can help you develop a solution they will want.

Conference rooms, conference calls and cubicles hinder the ability to gain the empathic stance necessary for harnessing the world's knowledge to solve problems. Step outside of these spaces to find more inspiration!

- ☑ **Document and test assumptions early and often.** Healthcare has always used the scientific method to gain insights. That process involves:
 - Documenting assumptions
 - Designing tests
 - Running experiments/pilots

This method has helped drive evidence-based medicine and evidence-informed practice. Innovation can follow the same approach. Running experiments or pilots to test assumptions will help you validate or invalidate what you believe to be true. Getting this quick learning will help focus time and money toward effective innovation. It is also the best way to learn fast and learn cheap!

- ☑ **Build your curiosity muscle every day.** This will help you better understand problems and find more creative solutions.
 - **Take "field trips" to learn from others.** This could mean something as simple as meeting with another department to learn about their work. The key is to focus on learning.
 - **Keep an observation notebook!** As you observe in your own area or another area, write down what you see, hear, feel and experience. Then write down questions you have about what you observed. Strengthen the curiosity habit.
 - **Explore new hobbies.** Learning new skills will introduce you to new perspectives. You can also read books, watch videos, read articles, listen to podcasts, etc. Reach out to the Innovation Engine team for suggestions: InnovationEngine@atriumhealth.org.