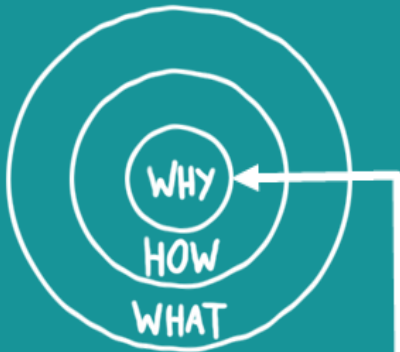




Institute for Healthcare Improvement

HUMAN FRAILITY AND WHAT TO DO IN THE DESIGN PROCESS

Focus on the WHY



Do they know the WHY?

Before the WHAT and HOW of a process, stakeholders must know the WHY. Share WHY you are making this change or implementing this process.



If 80% of those using the design process **understand** and **believe WHY** the project is important, YOU ARE READY FOR IMPLEMENTATION.

Two DON'Ts and a DO



DON'T rely on humans to always do the right thing. It's a poor design assumption.



DON'T rely solely on education, training, and vigilance to guarantee process acceptance. It will likely cause process failure.



DO assume human failure even if you have focused on the WHY.

The LIMITS of Education & Training

- Absolutely required but NOT sufficient.
- Tends to be the ONLY implementation tool for most processes.
- Uses and WASTES a lot of resources.
- Often uses compliance, feedback, and more training, rather than accepting FRAILITY of the DESIGN.

HOW TO THWART HUMAN FAILURE



• Checklists

A set list that needs to be completed before a certain activity can take place.



• Double checks

A two-person check. One person to act & the second to confirm the action was completed.



• Reminders

A given action that involves a reminder. Think of a "fasten seatbelt" alert.



• Mechanical interfaces

A mechanical device forces the correct behavior. Think of an automatic light in a plane bathroom when you close the door.



• Habits and patterns

Attaching an action to an already established pattern or habit.

