What Now?

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WE ARE STILL INTERESTED IN SERVING YOU!

Spokane Regional Health District Staff

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Purpose of this Agenda Item

Teach and practice a tool you can use – the Affinity Diagram – simultaneously getting your input to guide our next steps.

Future Plans

WE WOULD LIKE TO KNOW,

What input you have to share:

- **Feedback?**

- **Needs?**

- **Recommendations?**

BUT FIRST, A BIT ABOUT AFFINITY DIAGRAMS...
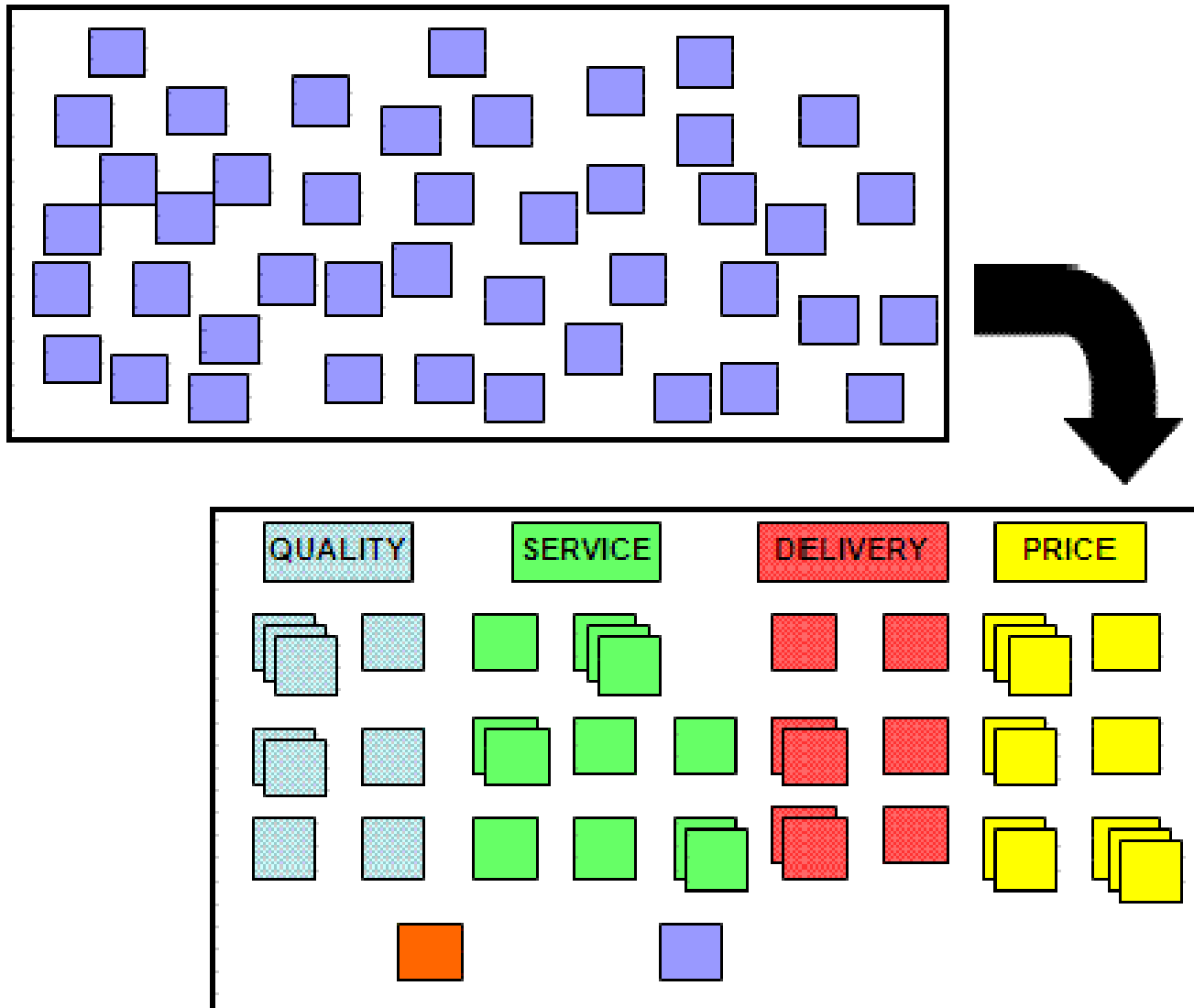
Affinity Diagram

To gather and group ideas

Why use an Affinity Diagram?

- Sort through large volumes of information
- Analyze current situation
- Find solutions
- Get everyone's ideas and participation
- Stimulate discussions
- Think creatively
- Build group consensus
- Channel input

Affinity Diagram Example

Five Steps

1. Set context
2. Brainstorm ideas
3. Organize related ideas
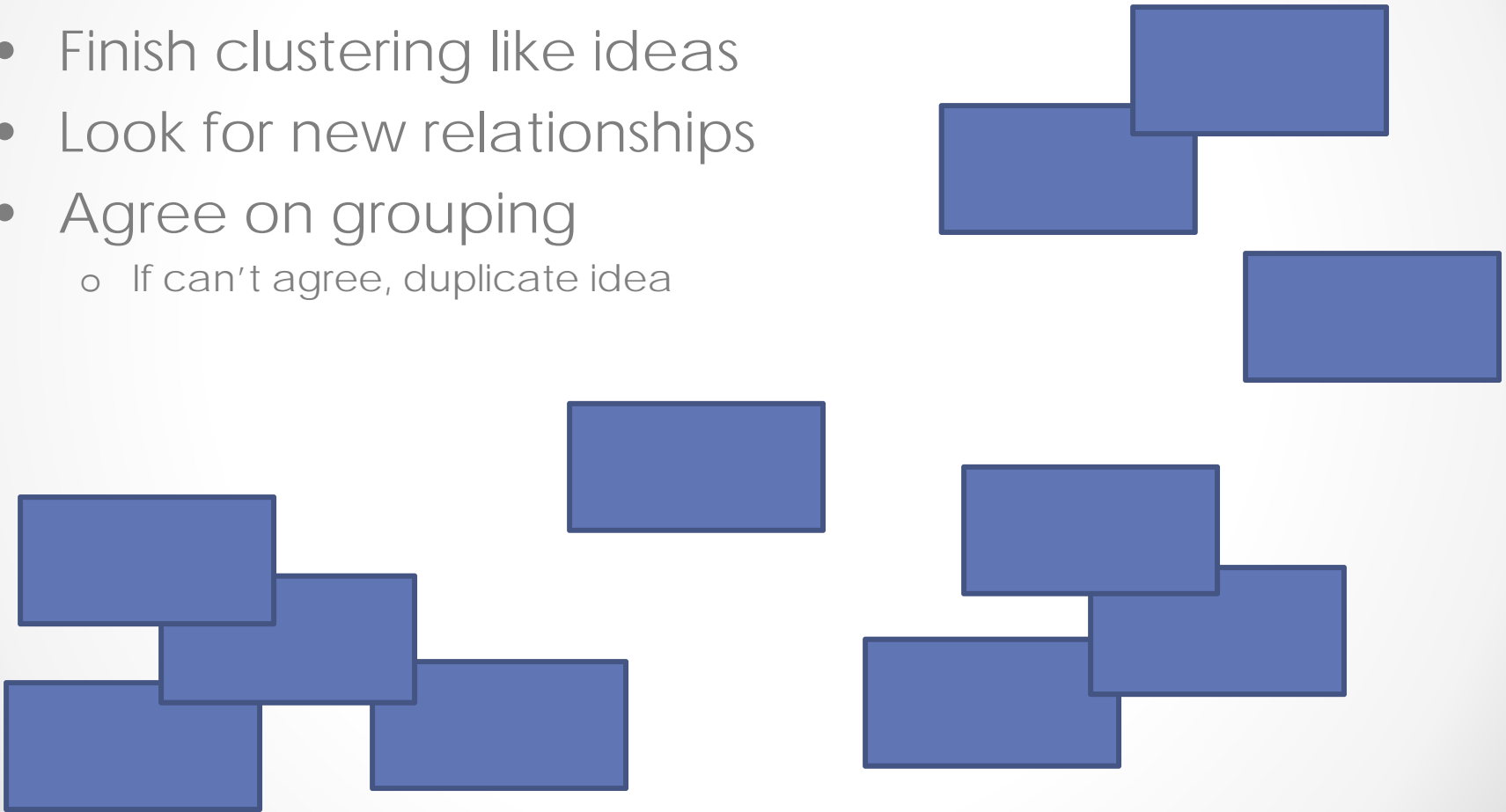4. Name groupings
5. Reflect

Context

- Outline the process and timeline
- Set the stage
- Highlight the question

Brainstorm individually on a sheet of paper

Video Clip:
http://www.youtube.com/watch?v=qtw33b9TCfU

Brainstorm

- Select your top 5 ideas (vary depending on size of group: 3-7 ideas; ask for small groups to select)
  - o Write each idea on a post-it note in 3 to 5 words
  - o Write big and bold
  - o One idea per card

- Post onto wall from each person (or small group)
  - o Can ask for 1 to 2 ideas from each to start
  - o Natural groupings may start forming
  - o As ideas start to get repeated, ask for those who have different ideas to come up
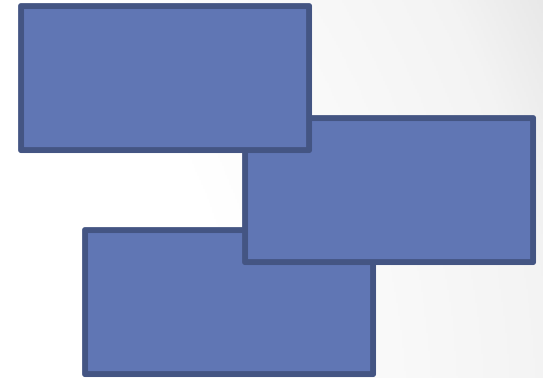
Organize

- Finish clustering like ideas
- Look for new relationships
- Agree on grouping
  - If can't agree, duplicate idea

Name

Name

- Talk through a cluster

  o What is important about this cluster?

- Give the cluster a short name or title (3-5 words)

  o Use participants to name it

- Repeat this process for all clusters

- Divide large groupings into subgroups and name

Reflect

- Create chart (>left to <right or >top to <bottom)
- Review results
  - Discuss group insight to results
- Confirm results
- Determine next steps
  - May need to vote on top idea, if not clear
  - This defines your project

Recap

The Affinity Diagram allows all members to:

- work together,
- provide input,
- form natural groups, and
- vote on first steps

to begin the "define" role of the process.

Question

What kind of assistance will you need in 2015 for your quality improvement and performance management efforts?

Contact

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Resources

- Brassard, M. (2007). The Memory Jogger, pp. 12 - 18. Methuen, MA: Goal/QPC.

- http://www.doh.state.fl.us/hpi/pdf/AffinityDiagram.pdf

- [Institute of Cultural Affairs. Technology of Participation.](http://www.doh.state.fl.us/hpi/pdf/AffinityDiagram.pdf)

- http://www.youtube.com/watch?v=he5WvisN6o0

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