

# MDH CONNECT OPEN HOUSE PLAN

Room Setup For GRB is found on the last slide  
Activities were modified for the HOB-only event



Customer Focus Project at MDH

Minnesota Department of Health – Quality Council

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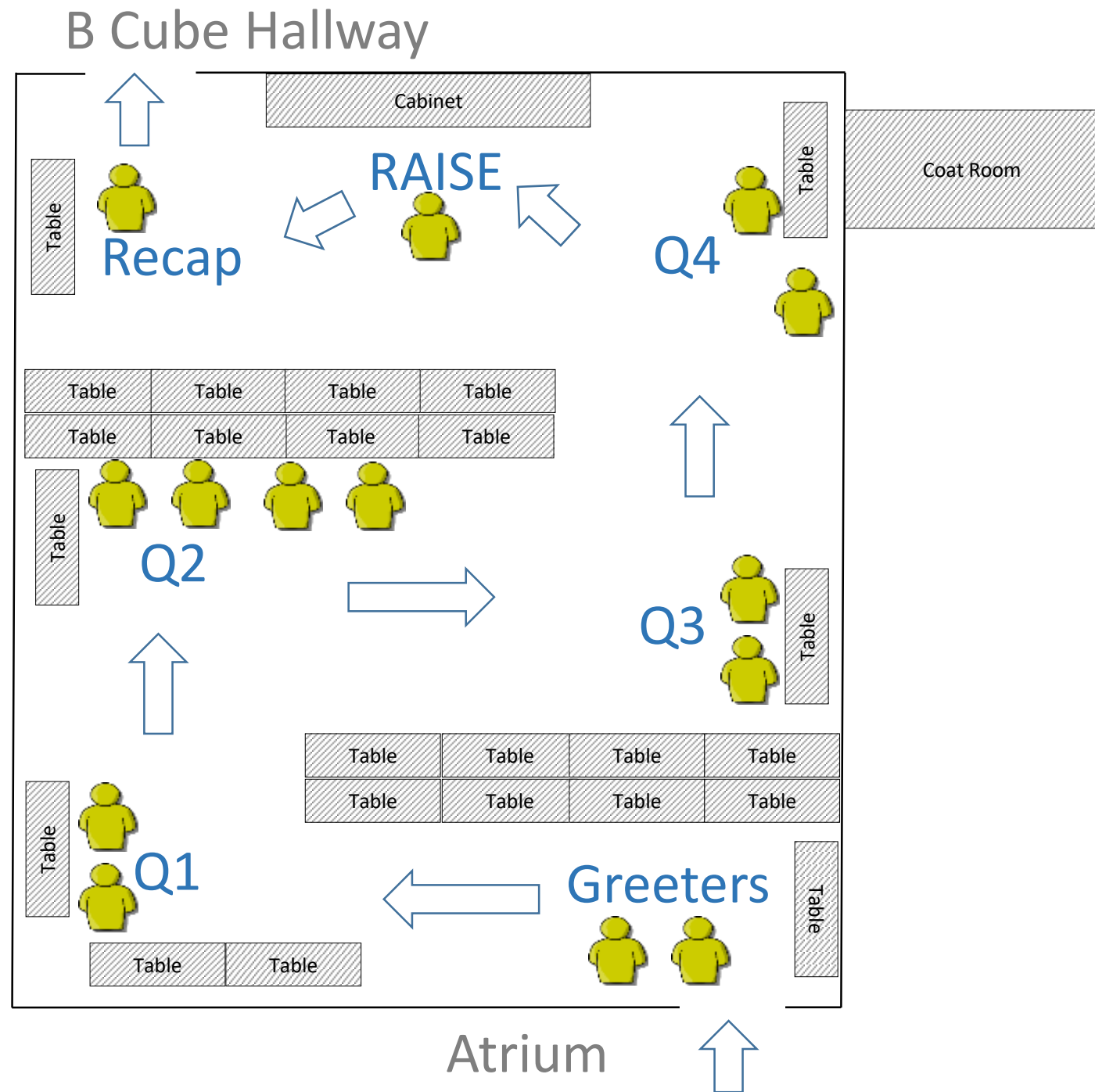
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[MDH Customer Focus Webpage: www.health.state.mn.us/divs/opi/qi/customerfocus/](http://www.health.state.mn.us/divs/opi/qi/customerfocus/)

# OLF B145 Setup

- 7 different touchpoints
  - Greeters
  - 4 questions
  - RAISE demo
  - Exit/recap
- Team will come from HOB designees and 4 APP members
  - Max team size 14
  - Min team size 8
- Team members will choose (or be assigned) a station ahead of time and will switch between sessions

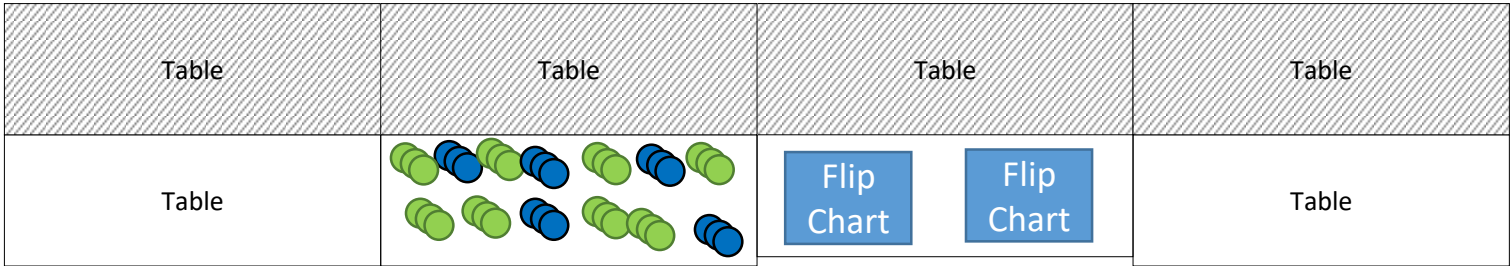


# Greeters

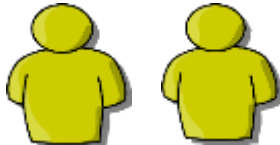
- Visitors will see:**
- An MDH CONNECT welcome sign
  - A sign in sheet?
  - Flip chart board with visual cues
    - A process is...
    - MDH CONNECT will...
    - What process would you improve?
  - Stacks of 3 tokens on tables

- Resources Needed:**
- 2 flip charts
  - 2 people
  - Tokens (gaming chips?)
  - Sign-in sheet

- Team Member Responsibilities:**
- Greet visitors
  - MDH Connect is all about modernizing and improving how we communicate internally at MDH, and we do this by deliberately looking for faster, smarter, and simpler ways to collaborate and interact in order to get our work done.
  - Talking points:
    - This is the first of four open houses planned for the coming year
    - This session will focus on our operational processes
    - Think about forms, communication, paper, etc...
  - Overview of stations
    - Your input will help us pick which processes become the next Connect projects
  - Give a stack of tokens and direct them to Question 1
  - Keep stacks replenished



## Greeters



# FORMS

## Which form would you most like to see improved?

### Visitors will see:

- Sign with the question
- Sign with instructions
- Forms with the cups on top of them
- Blank cups and sheets add form names to

### Team Member Responsibilities:

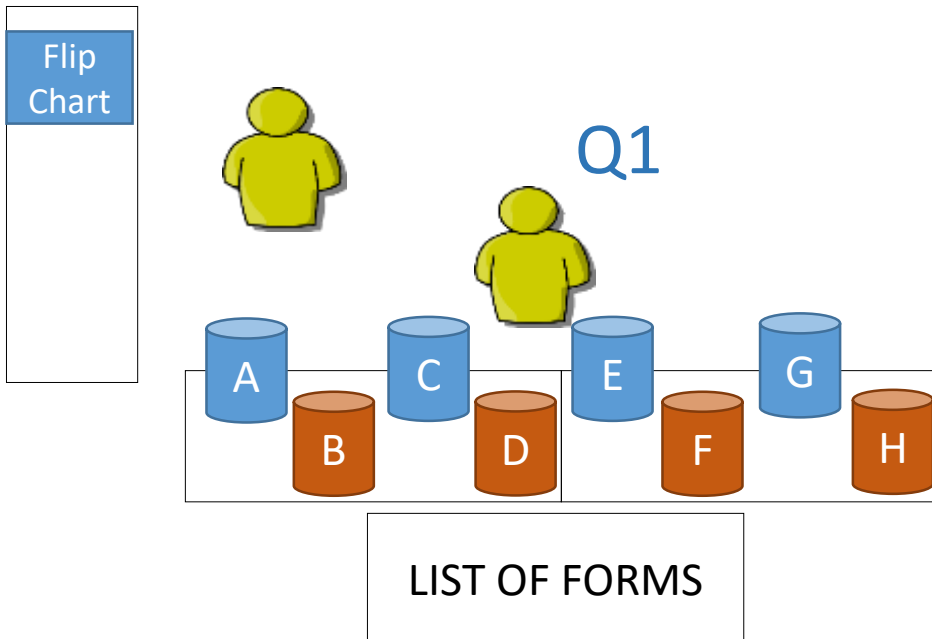
- Encourage visitors to review the forms
- Instruct visitors to “vote” using their tokens any way they’d like
- Take tokens out and replace with #’d slips when greeters are out
- Questions for visitors (collect feedback on flip chart)
  - Why did they pick these forms?
  - What about these forms could be improved?
- **Do you want to sign up to be a part of improving one or more of these forms?**
- **Do they have questions or ideas not about processes?**  
**PARKING LOT!**

### Improvements Identified on 5/22:

- Focus on the layout so people aren’t going back and forth
- Team member should emphasize that these are the most downloaded forms on the intranet. Provide instructions. (Andrew to remind)
- Group by theme (Tom)
- Add labels to cups or forms (Betty)

### Resources Needed:

- 2 people
- 15-20 containers with paper covering and tops



# BETTER, SIMPLER, FASTER

What do you want to spend less time doing?

## Resources Needed:

- 2-4 people
- 2-4 flip charts
- Signs with visual cues

## Visitors will see:

- Signs with question
- 2-4 flip charts

Table	Table	Table	Table
Flip Chart	Flip Chart	Flip Chart	Flip Chart



Q2

## Improvements Identified on 5/22:

- Add four boxes of tasks/activities (Betty to go through feedback)
  - Emails, Answering Questions, Meetings, shuffling paper around, getting more context about questions, repetitive entry/clicking, etc...
- Team members from 3 or 4 can jump into activity 2, then walk them through (Andrew to send directions)

## Team Member Responsibilities:

- Be positive, proactive and start a conversation
- **Few People:** One person lead discussion and the other record on a flip chart
- **Lots of People:** Bring in groups of people. Encourage those waiting to join your discussion, give a brief recap of what the others have said and ask them to share their thoughts.
- Questions:
  - What sort of activities are taking up your time during the day? Emails? Finding information?
  - Do you think any of these things that you are spending time on are directly related to operational processes?
  - Go deeper. Ask them to share why they think they are spending time on these activities. What is the root cause? What can be done about it? **Want to get involved on a particular issue? Sign up!**
  - Segue conversation into solutions and direct them to Question 3
  - **Do they have questions or ideas not about processes? PARKING LOT!**

# PROCESSES

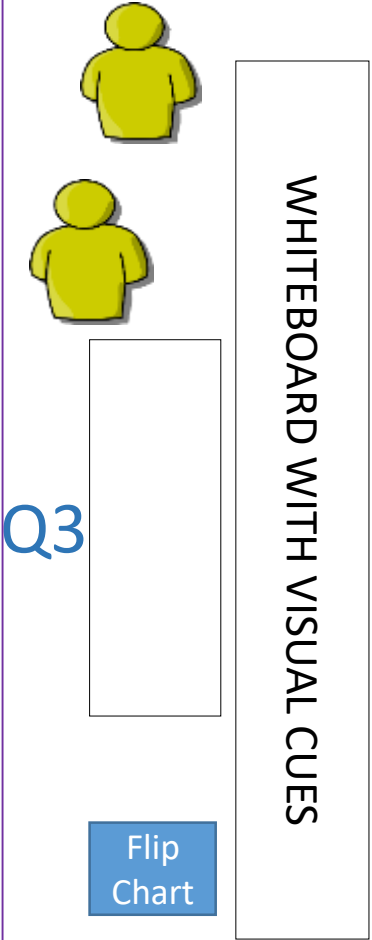
The question that I want answered most is \_\_\_\_\_.

- Resources Needed:
- 2 people
  - Markers
  - Paper cutouts with process names

- Visitors will see:
- The whiteboard with lots of visual cues:
    - “Process” list of questions to be answered
    - Draw a picture next to the one you’d like to understand better

- Improvements Identified on 5/22:
- Change to questions (All)- Done
  - Print each question on an 8.5x11
  - Change Question 3 sign to what is above (Betty)
  - Modify virtual open house to match (Andrew)

- Team Member Responsibilities:
- Watch for bottlenecks at Activity 2. If there is a free whiteboard and no one at your activity, jump in there then lead them to this activity. Leave 1 person here though.
  - Ask the question
  - You can state our assumption: Often a process works well, but people sometimes get confused about:
    - Starting a process
    - What steps they should take, vs steps others should take
    - When a process has “finished”
  - Clarify that what they see on the board is a list of question
  - **Encourage visitors to draw an icon and any comments they have next to the question they most want the answer to.**
  - Questions for them after:
    - What needs to be understood better?
    - Anything in particular?
    - What could we (you) do to reduce confusion about this process?
    - How do you think our customers want to get their information about what they need to do? (Intranet, Sharepoint, email, asking someone, etc.)
    - **Do you want to sign up to be a part of improving our customers’ understanding of one of these processes.**
  - Direct visitors to Question 4
  - **Do they have questions or ideas not about processes?**
- PARKING LOT!**



# ONE Thing

If you could change ONE thing about a process or procedure it would be \_\_\_\_\_.

## Improvements Identified on 5/22:

- Worked pretty well as is. Provide really clear direction to team members. Focus focus focus.
- Make sure to capture additional conversation on post-it or flip chart

## Visitors will see:

- Sign with question
- Whiteboard with colorful post-its
- Sign-up sheet

## Resources Needed:

- 2 people
- Lots of post-its and markers

## Team Member Responsibilities:

- Watch for bottlenecks at Activity 2. If there is a free whiteboard and no one at your activity, jump in there then make your way back to this activity. Leave 1 person here though.
- Ask questions and write down answers. Place them on the process paper. Keep it colorful.
- Encourage people to get really SPECIFIC. Which process? Which form? Which field? What would you change about it?
- **Ask people with ideas to sign up and if this gets chosen for MDH connect we'll get them involved.**
- Direct visitors to try out the new RAISE form for an example of how MDH is digitizing forms.
- **Do they have questions or ideas not about processes? PARKING LOT!**

Q4



Flip Chart

Table

Sign Up

Whiteboard with Post-its

# RAISE Demo

Computer

Computer

Computer

Flip  
Chart

RAISE



## Visitors will see:

- Big sign: “Demo RAISE Here!”
- Chuck Jaeger with 3 computers

## Team Member Responsibilities:

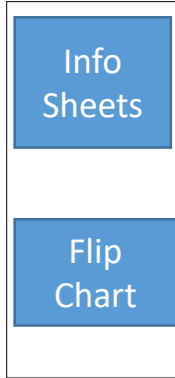
- Encourage people to try out the new form.
- Remind it's test data only and they are not submitting a real form.
- Point out features, the workflow, and flexibility.
- Ask if this is the sort of thing that they'd like to see with future processes.
- Would they be interested in being a tester for digital forms that we create as part of MDH Connect? (sign up sheet)
- Do they have questions or ideas not about processes?  
PARKING LOT!

## Resources Needed:

- 1 person
- 3 computers
- Instructions on accessing and testing if desired



# Recap and Feedback



## Recap

### Visitors will see:

- Signs with “Coming soon from MDH CONNECT”
  - List 3 initiatives
- Information sheets about MDH CONNECT

### Resources Needed:

- 1 person
- Information sheets
- Flip charts

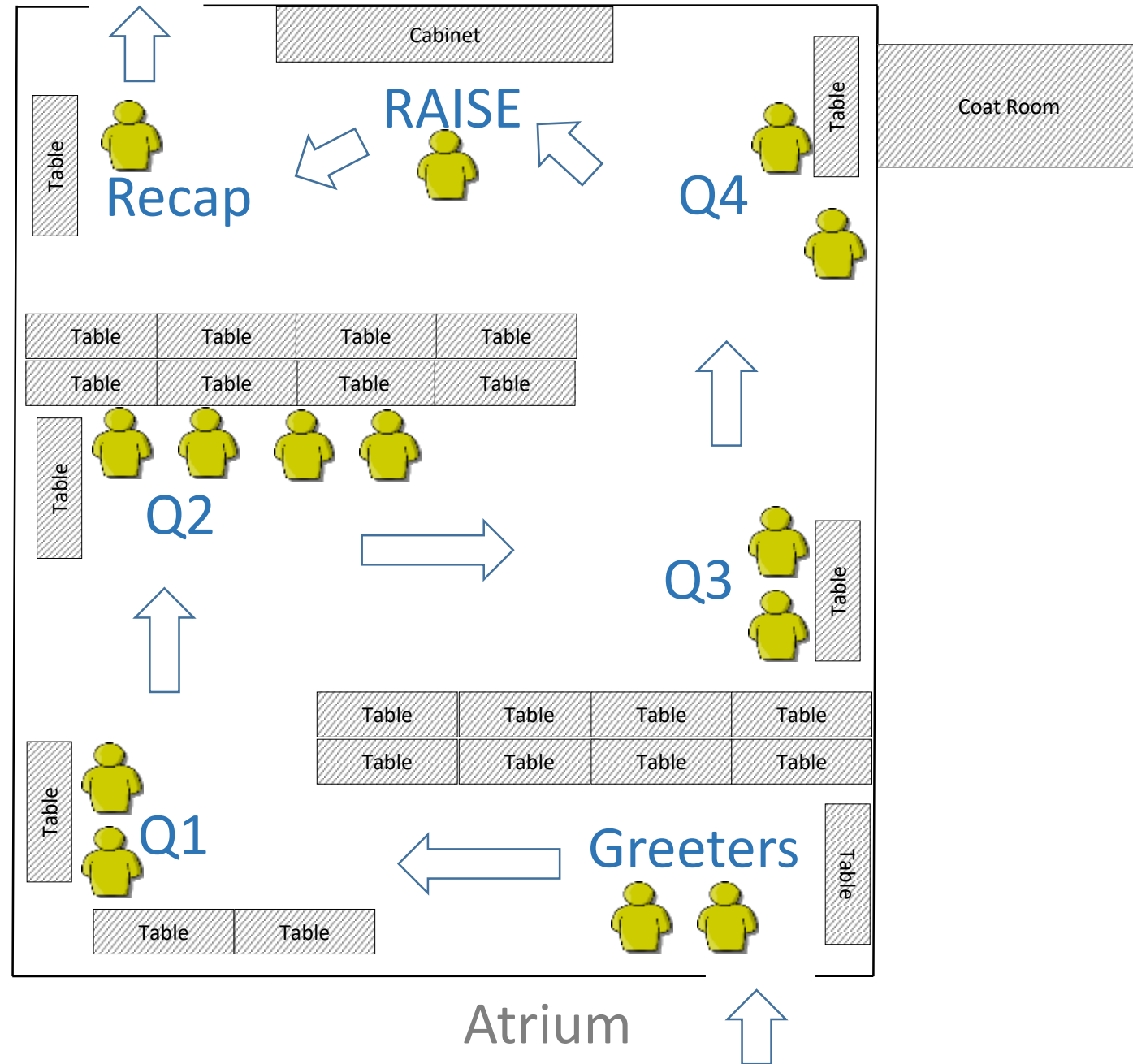
### Team Member Responsibilities:

- Thank people for coming
- If people enter through the door, direct them to the greeters
- Questions:
  - What did you think of the event itself? Write a few words on this flip chart...
  - Is there anything else you'd like to share about digital processes? Log feedback and ideas on the flip chart sheets
  - Encourage people to visit the MDH Connect SharePoint site for information about our next three topics (posted on the sign).
  - **Are they interested in getting involved in future events? They can sign up.**
  - **Do they have questions or ideas not about processes? PARKING LOT!**

# Planning Considerations

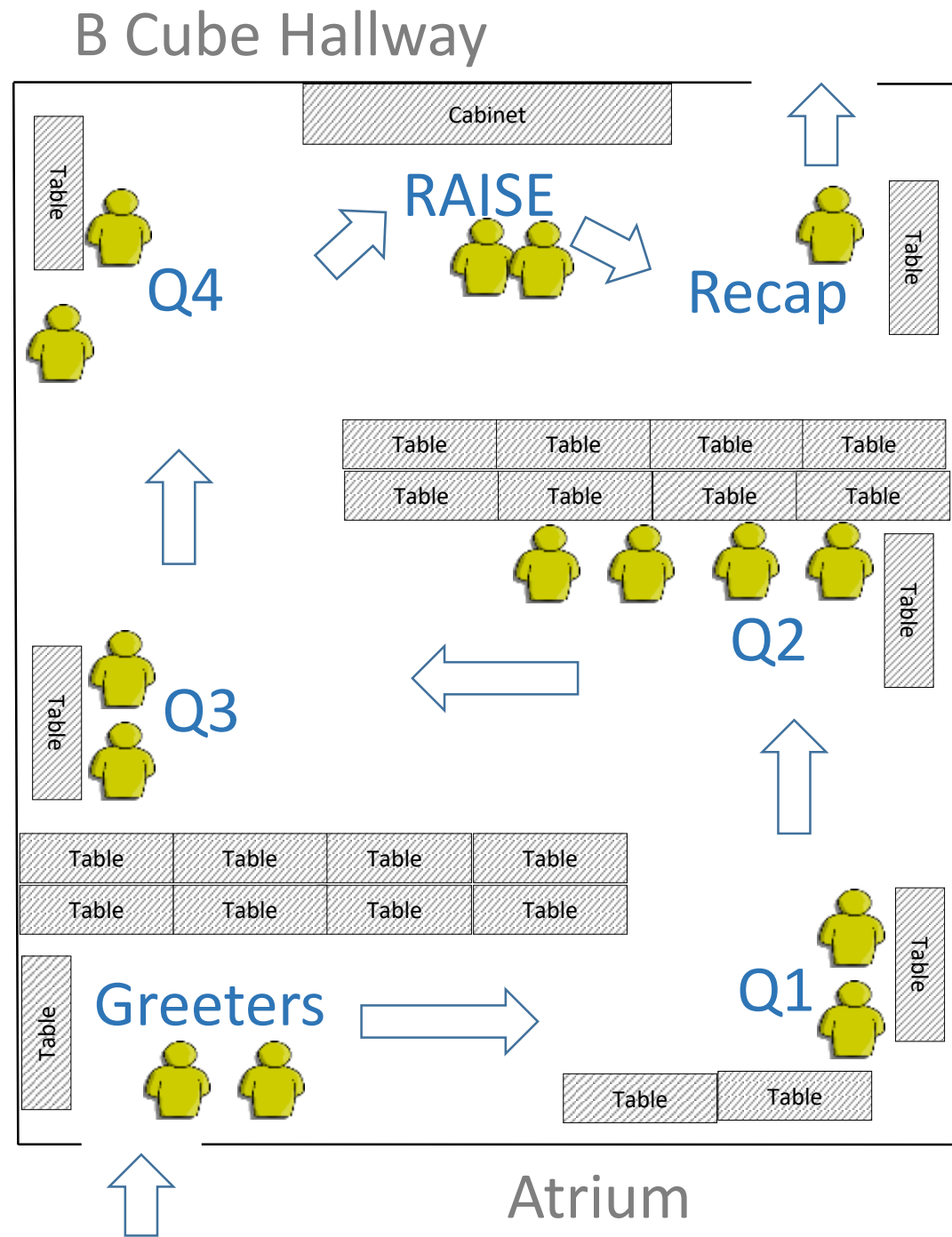
- How will team members know when or if to switch stations?
- Do we want to keep HOB program members together or mix them up? Mix them up
- Switch 1 person from each activity every half hour(ish)
- What is the plan for:
  - High volume
  - Low volume
- How do we make sure people come in the correct entrance?
- What else do we want?
  - Treats, Music, ????

## B Cube Hallway



# OLF B144 Setup

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# GRB LL45 Setup

