

How to resolve Problems, Ideas, Needs, and Suggestions (PINS)

LEVEL:	Level 1: Just Do It	Level 2: PDSA Cycles	Level 3: Complex Problems	Level 4: Out of Scope	
PINS type	PINS that are simple and easy to solve	PINS can be solved using basic improvement cycles	PINS have an unclear solution, will require resources/time	PINS fall outside the control of the Department of Nursing	
Use it to	Solve simple, known problems, with clear solutions that only impact the team.	Improve an existing process or test a new one, or to solve problems using known methods (e.g., protocols, standard work).	When the solution is unclear, stakes are higher, and resolving it requires data, resources, time, and/or approval from multiple people.	For big systemic problems with no easy fix (e.g., parking, patient behavioral issues); Solutions that require a system project or innovation.	
Impacts	Local team only	Local department only	Other depts./disciplines	System-level	
Involves	Completing a series of basic tasks (e.g., making calls, purchases within budget, getting feedback).	Developing a plan, implementing a small change, analyzing the data, and adjusting the plan before going forward.	Using a structured approach to problem solving that includes root cause analysis (e.g., A3 , Lean Six Sigma's DMAIC , 8D)	System initiatives require executive sponsorship and cross-departmental collaboration.	
Duration	~1-7 days to complete	~7-45 days or 2-3 PDSA cycles	~30-90 days per improvement cycle	>90 days	
Action	Follow L1 : Task Sheet	Follow L2 : PDSA Cycle	L3L : Local	L3A : Advance	Advance L4 PINS
Workflow	Complete L1: Task Sheet and provide huddle updates until complete. Update SG app.	Completes L2: PDSA cycles and provide huddle updates until complete. Update SG app.	<u>PINS stay with the team</u> if they can be controlled/managed at the local level.	<u>PINS advance to Coord Council</u> when they need support, advocacy or resources.	PINS advance to Coordinating Council for review and advancement to the appropriate system partner. Monitor SG app for updates.