Ideal Story Activity Facilitator Instructions

- Divide your improvement team into pairs or small groups and give them each the Ideal Story Worksheet.
 - For best results, teams should be made up of people who play different roles and/or who work in different areas.
 - This helps build relationships and is a good way for everyone to break out of their silos!
- Explain that writing the Ideal Story is an important part of co-design.
- Give 15 20 minutes for the teams to brainstorm together.

- Have a volunteer from each team share what they wrote. Cover one segment at a time.
- While teams are sharing, summarize the ideas somewhere that everyone can see (dry erase board, poster board, etc.).
- After all groups have shared and all segments have been covered, review the ideas with the entire team.
 - Work together to pull themes and keywords from your combined ideas.
 - These themes and keywords will be categories for your new improvement projects.
- Don't forget to record your list of ideas. An easy way is to take a picture.
- Save everyone's worksheets. Revisit them in the future to see how far your group has come!

Ideal Story Worksheet

Your job is to write the story of the *ideal experience* for patients, their families and employees. Imagine there are no barriers, no budget restrictions, no staffing limits...the very best care is possible! Truly "blue sky" thinking!

First, determine the segments of your care experience. *(For example: check-in, waiting room, exam room, testing area, patient education room and check-out desk.)*

Segment 1:	Segment 2:
Segment 3:	Segment 4:
Segment 5:	Segment 6:

Next, describe the best experience in each area. Be specific and think big! We will look at everyone's input for common themes, then turn those themes into improvement projects.

Let's get started!