Re-imagine Medical

Futures Thinking Toolkit

Principles and practices inspired by Dr Daniel Kraft's presentation 'Exponential Medicine'.

Find new perspectives and get practical, innovative ways to approach challenges in your medical career.

Toolkit courtesy of The New School and WITS Healthcare Innovation.

"The integration of exponentially growing technologies is beginning to empower the patient, enable the doctor, enhance wellness and begin to cure the well before they get sick."
– Dr Daniel Kraft

PRINCIPLES

Adopt a principle
Principles establish the underlying logic for why we do the things we do. Drawn from Dr Kraft's presentation are principles which you can use to inform new ways to think and act on challenges as a medical professional.

PROMPT

Spark a mindset change
Big questions are the best way to start a process of re-imagining. They allow us to follow self-directed paths of inquiry with limited constraint. Two big questions from Dr Kraft's presentation are aimed at helping you to generate novel ways to improve your medical practice.

PRACTICE

Try a new practice
Find two patterns of behaviour which have worked across different professional contexts which will help to see principles and mindsets from Dr Kraft's presentation turn up in the flow of work.
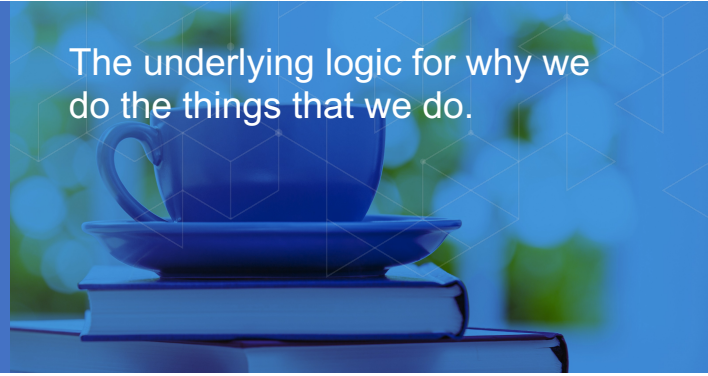
PROCESS

Integrate a process to Re-imagine Medical
If you're ready to start the process of re-imagining what medical might look like in future, try experimenting your way to the future with a step-by-step guide to running your first business experiment.

Challenge Convention

Challenge "that's just the way it's always been done" by actively identifying and questioning every assumption you think you 'know' about a given challenge or scenario — and then creating new knowledge and solutions from scratch. Start challenging conventional thinking the next time you're challenged by asking "why is it this way"?

Build Bridges

Become a better connector across boundaries like medical specialisation/s and become a better connector with and between patients. Improving the quality of connections across siloed people/ disciplines improves the quality of your practice.

Change the Goal

Reframe the goal of medical practice; optimise the healthcare system for supporting wellness instead of responding to sickness.

Move from intermittent and reactive, to continuous and proactive ways to optimise our wellness system rather than trying to scale our sick-care system.
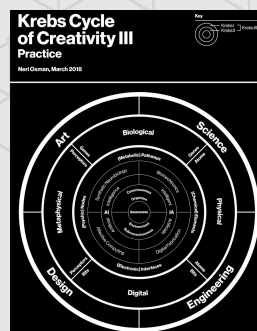
Inspiration

Reason from First Principles

Mike Lamb explains how Elon Musk applies first principle thinking in this short guide.

Click to Watch
(https://www.youtube.com/watch?v=ZqhN2YWTw0M)

Design at the intersection of technology and biology

Neri Oxman sheds light on how to build a bridge between between biology and technology.

Click to Watch
(https://www.ted.com/talks/neri_oxman_design_at_the_intersection_of_technology_and_biology/discussion)

How might we optimise for health-care over sick-care?

How might we adopt continuous, personalised and proactive ways to optimise our wellness system instead of the current intermittent and reactive approach?

How might we optimise the use of technologies to provide better healthcare?

Example
Interests-based online community platform, Reddit has had medical professionals engaging with the general public on various topics related to Covid-19 such as being a reliable source to answer questions on the progress made towards the development of a vaccine or providing richer and more accessible explanations of symptoms (https://www.reddit.com/r/COVID19/).

How might we make better use of social networking tools prevalent in our society for better healthcare?

Inspiration

Paradigm Shifting: From 'Sick' Care to 'Health' Care

"We're beginning to shift from an era of intermittent, reactive health and medicine to one that is based on information, feedback and analytics. This will become proactive and continuous while engaging and empowering the individual (whether a healthy consumer or a patient), clinician and healthcare system." (Dr Daniel Kraft)

Read more
((https://www.linkedin.com/pulse/20140520203233-320304-paradigm-shifting-from-sick-care-to-health-care)

Spaces for Feedback

Spaces for feedback need to be deliberately designed with the aim of ensuring that everyone and everything is still working towards the same goals and highlighting what may be preventing the pursuit of those very goals.

A simple yet powerful habit that you could adopt is having a daily 'stand-up' meeting to report on the current state of affairs and collectively input on how to potentially solve the challenges that have been raised.

The follow-up stand-up meeting would allow all of you to report back on any new learnings or findings since the previous day's discussion. Any decisions that need to be made can be instituted in this forum as a result and new plans of action can take place for the next daily (or longer) cycle.

Repeat: Daily / Weekly

Gemba Walk

The Gemba Walk is an opportunity for staff to stand back from their day-to-day tasks to walk the floor of their workplace to identify wasteful activities. The objective of Gemba Walk is to understand the value stream and its problems rather than review results or make superficial comments.(Wikipedia)

The Hanh Phuc International Hospital in Vietnam, for example, used 4-hour gemba walks that led to 96 observations by their senior management. Along with a mobile app for staff to report patient safety incidents, the result was a a 71% increase in reporting.

Use the gemba practice to regularly view your work and system with a beginner mindset, exploring through observation and questioning.

Repeat: Daily

Inspiration

A Video Gemba Walk to Experience Visual Tools in a Hospital

A doctor at a Brazilian hospital demonstrates the visual management system in the ER that they had developed, including the role of the gemba played in being a space to discuss and work towards what was needed to speed up the admission and discharging of patients.

Click to watch
(https://planet-lean.com/visual-management-lean-hospital/)

PROCESS

Step 1

Observe your practice in order to ask an interesting question.

E.g. Why do we have so many repeat visits for the same simple issues?

Step 2

Use the insights you have gleaned to start forming ideas on how you could address the challenge.

Step 3

Prototype your idea so you can quickly learn what is working and not.

A prototype could be a sketch, a process or anything else that can quickly give you information to help you tweak the idea or pivot to alternate ideas.

Step 4

Test with people who would be affected such as patients and/or your staff.

You will likely go through several cycles of iterations as you receive additional information from this evaluation period.

Tips

- Start small. Trying to solve for everything at once is overwhelming and ineffective.
- Your initial attempts at trying something new may feel uncomfortable at first as you stretch past your zones of familiarity. Persist in your efforts while keeping a watchful eye on the feedback data.
- You may not get the results you anticipated. This is expected as you explore the unknown.
- Work with others. The solo experience of experiments is not nearly as enriching as having colleagues act as a sounding board or a co-enablers of the process.

Inspiration

3 Ways Health Care Leaders Can Encourage Experimentation

Successful innovation requires experimentation. This article outlines ways that leadership can support the people determined to drive change quickly, allowing small, safe-to-try experiments in healthcare delivery.

Read more
(https://hbr.org/2019/10/3-ways-health-care-leaders-can-encourage-experimentation)